HP Desktop PCs - Upgrading from Windows 7 to Windows 8

This document pertains to HP Desktop and All-in-One computers to be upgraded from Windows 7 using a digital copy of Windows 8.. You may perform either an In-place Installation that retains your data and settings from Windows 7, or a Clean Installation (custom) that deletes all data from the hard drive before installing Windows 8.

Please read the following important information before beginning your upgrade:

- Not all Windows 8 features may be available on all Windows 7 computers. Your computer may require additional hardware, software, firmware, and/or a BIOS upgrade to install and run Windows 8.
- Secure boot is not available on any HP Consumer Desktop or All-in-One computers.
- HP provides upgrade instructions and drivers for most computers sold after October 1st, 2011.
- For information about the Microsoft Windows 8 Upgrade Offer go to www.windowsupgradeoffer.com and www.windowsupgradeoffer.com/en-US/Home/Faq. Check these sites frequently, as some details may change and/or additional information may become available.
- If you purchased your computer prior to October 1st, 2011, HP has not tested or developed drivers for your model computer. Therefore an upgrade of your computer may be difficult or impossible.
- HP recommends installing the 64-bit version of Windows 8 for desktop computers.
- Not all Windows 8 features will be available on all computers, and your particular experience with Windows 8 is determined by the capabilities of your computer.
- An In-place Upgrade is easier and faster than a Clean install and is the better option for most people. See below for help determining the best method for your particular computer.
- Software designed for Windows 7 or earlier operating systems may not work after installing Windows 8.
- HP provides Windows 8 compatible software and updated drivers to support only specific computer models.
- If you want to restore the original operating system after upgrading, you must create HP recovery media before you upgrade. To learn how to create recovery media, see Creating Recovery Discs or Saving a Recovery Image to a USB Flash Drive (Windows 7).

- If you seek support assistance from HP after you upgrade, HP technical support may request that the original Windows 7 operating system be restored to verify product functionality. If your computer is sent to service or repairs after upgrading to Windows 8, your computer may be re-imaged with the original Windows operating system and the upgraded Windows 8 operating system will be removed. After repairs are made, you can reinstall Windows 8.

- You should always back up all important data (personal files, photos, videos, documents, applications, etc.) before beginning any upgrade to avoid any possibility of losing your important data.

- You might not be able to view DVD movies after upgrading. If you currently use a DVD codec to play DVD movies, such as the encoder that comes with Windows 7 Professional, this encoder may not be available after upgrading to Windows 8. To continue to play DVDs after you upgrade, go to http://windows.microsoft.com/en-US/windows-8/feature-packs to download Windows Media Center or purchase DVD playback software.

  If you currently use DVD playback software from HP, the Windows 8 installation process helps you determine if your playback software is compatible with Windows 8 or if an update is required. If the software is compatible and you perform an In-place Upgrade, you have the option to keep this software during the upgrade. If you perform a Clean Install you must reinstall the software after the upgrade.

System Requirements

Microsoft requires that your computer hardware must meet the following system requirements before you can install Windows 8.

Windows 8 works on the same hardware that powers Windows 7:

- 1 gigahertz (GHz) or faster processor

- Minimum 2 GB RAM (64-bit), 4 GB preferred for full functionality

- Minimum of 20 GB of hard drive storage available before installation

Additional requirements to use certain features:

- Windows 7 PCs with touch will not have full Windows 8 touch capabilities after upgrade. HP PCs with touch input hardware designed for Windows 7 will provide a comparable experience for only two touch point applications after the upgrade to Windows 8. HP Windows PCs with touch input hardware will not support Windows 8 applications that require more than two simultaneous touch points.

  WARNING:

  HP Linkup, HP Application Assistant, HP TouchSmart Magic Canvas and all other HP TouchSmart applications are not compatible with Windows 8 and

must be uninstalled before upgrading. Content created using the TouchSmart applications such as Graffiti will not be available after upgrading.

- To access the Windows Store and to download and run apps, you need an active Internet connection and a screen resolution of at least 1024 x 768.
- To snap apps, you need a screen resolution of at least 1366 x 768.
- Internet access (ISP fees might apply)

Microsoft provides an installation wizard to check your computer for possible compatibility problems. It's a good idea to use the installation wizard before attempting to upgrade to Windows 8. For more information, visit the Microsoft Compatibility Center for Windows 8.

Determine the best method for upgrading your model computer to Windows 8

There are two methods to install Windows 8 onto a computer:

WARNING:

You must back up all important data (personal files, photos, videos, documents, applications, etc.) before upgrading to avoid any possibility of losing your data.

- **In-place Upgrade** - installs Windows 8 over an existing Windows 7 installation. This is the easier and faster method to upgrade and is the better option for most people. Most or all of your existing software programs, drivers, and personal files are available after upgrading. You can only perform an Upgrade if your computer has Windows 7 Starter, Home Basic, Home Premium, Business or Ultimate Edition, and some models require an upgraded BIOS Version.
- **Clean Installation (custom)** - erases all files on the hard drive and removes any hard drive partitions before installing Windows 8. If your computer meets the minimum hardware requirements from Microsoft, you can use a Clean Installation. However, the original drivers and programs provided by HP and any other software you installed, will no longer be available.

Prepare your computer for In-place Upgrade method

This installation option prepares your computer for upgrade and installs Windows 8 over an existing Windows 7 installation. Most or all of your existing software programs, drivers, and personal files remain available after upgrading.

Step 1: Update the BIOS

Upgrade to the latest BIOS before upgrading to Windows 8. Use the following steps to update the BIOS to avoid possible installation problems:

1. Click **Start**, type `system` into the search field, and select **System Information** from the list.
2. Under the System Summary, the **BIOS Version/Date** is displayed. Record the BIOS revision number.
3. Go to the HP Customer Care Web site (http://www.hp.com/support), select Software and Drivers, and enter your computer model number to find software and driver updates.
4. Use the SAVE option to download the latest available BIOS to your hard drive. Make sure to look through all the available downloads and select the BIOS version that has the highest version number.

   WARNING:

   Update the BIOS to the latest BIOS version in the same series. For example, update BIOS version 6.xx to a higher version 6.xx, **NOT** version 7.xx. Updating to a different BIOS series may damage the computer.

5. To install (flash) the BIOS, close all software, disconnect all connected devices, remove all external storage devices and then double-click the downloaded BIOS.

   WARNING:

   Do not use the computer or disconnect the power until the BIOS update has completed and the computer has restarted.

Step 2: Get the latest Windows 7 software and drivers

It is advisable to get the latest Windows 7 software and driver updates before upgrading to Windows 8. You can use HP Support Assistant to check the software and drivers on your computer to make sure they are the latest.

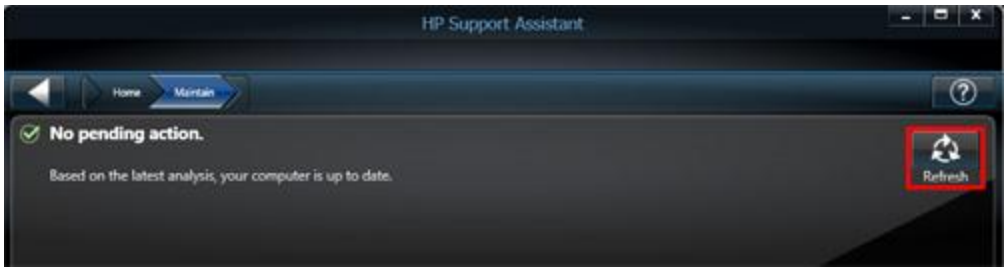
NOTE:

You can also check the HP Customer Care Web site (http://www.hp.com/support) for software and drivers.

Follow these steps to use HP Support Assistant to download and install the latest Windows 7 software and drivers:

1. Click **Start** .
2. Click **All Programs**.
3. In the Programs list, click **HP**, and then click **HP Support Assistant**.
4. Click the **Maintain** button.
5. Click **Refresh** to run health analysis.

Figure 1: Refresh button

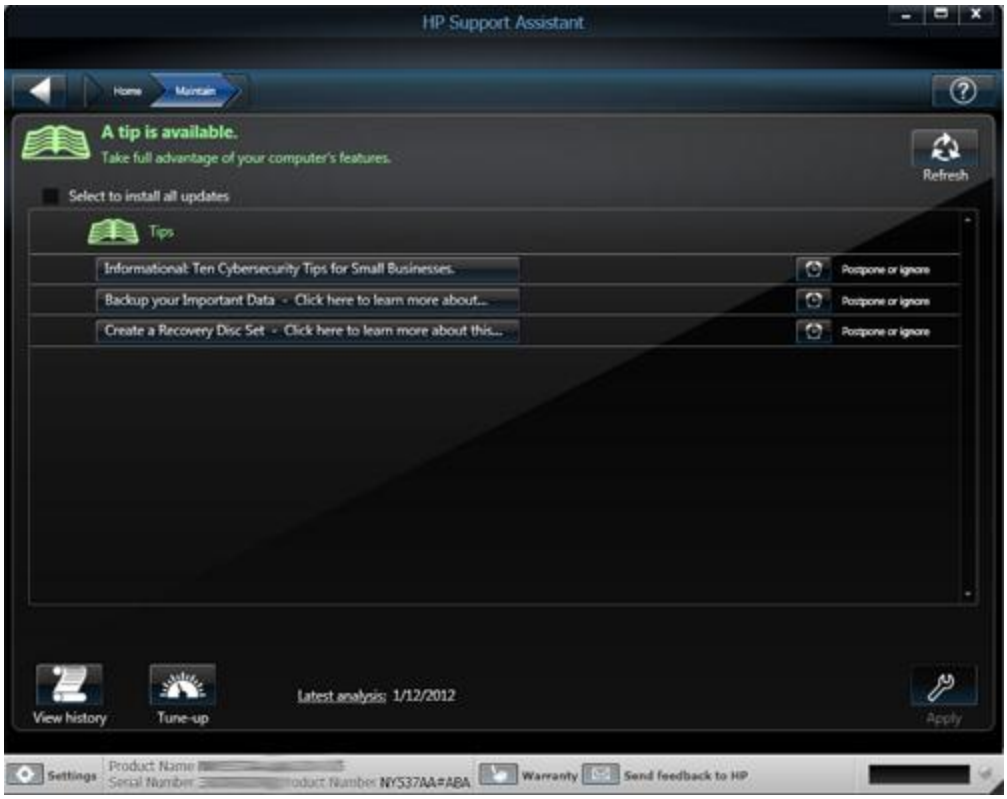


The **Health Analysis** window displays showing the progress.

Figure 2: Health Analysis window

6. When the analysis is complete, click the **View analysis** button to see the results.

Figure 3: Analysis results



7. Select all available updates, and then click the **Apply** button.

Step 3: Get Windows 8 software and drivers

It is advisable to get all available recommended software and driver updates while the computer is still using Windows 7.

1. Go to the HP Customer Care Web site (http://www.hp.com/support), select **Software and Drivers**, and enter your computer model number. Download and save the Windows 8 hardware drivers and software files to your hard drive.
2. Copy the downloaded files to CD/DVD or a USB storage device for use after installing Windows 8.

Step 4: Create Recovery discs and back up your important files

If you have not already done so, create a set of Windows 7 system recovery discs or save a recovery image to a USB storage device. If a problem occurs during the upgrade process, you can use HP System Recovery to return your computer back to its original software configuration. To create your recovery solution, see Creating Recovery Discs or Saving a Recovery Image to a USB Flash Drive (Windows 7).
You can use Microsoft Backup and Restore Center or Microsoft Windows Easy Transfer to back up your files and transfer them to Windows 8. Microsoft **Windows Easy Transfer** comes with Windows 7 and makes backing up files easy.
If you want to backup your files using other software, you must first verify that it is compatible with Windows 8 before using it. You will also need a copy of the

software's installation files on a USB drive or disc. Do not use backup software that is not compatible with Windows 8!
When finished, verify that the backup was successful and that you can access your files.

Step 5: Install updates from Windows Update

Before attempting to upgrade to Windows 8 you should use Windows Update to install all critical and recommended updates.

1. If you are not already connected to the Internet, connect now.
2. Click **Start**, type `Windows Update` in the Search field, and then select **Windows Update** from the list.
3. Click the **Install Updates** button. After clicking **OK** , Windows 7 creates a restore point if needed, downloads the update(s) and then provides more information. You might need to restart your computer after an update is installed.
4. Run Windows Update again until it displays `Windows is up to date` or `No important updates available`.

Install all Important, Recommended, and Optional driver updates.

Step 6: Update Microsoft Office Starter Edition (optional)

If you wish to continue to use Microsoft Office Starter Edition after upgrading to Windows 8 you must install a patch from Microsoft before the upgrade begins. Go to the following Microsoft web site to download and install the patch:
Microsoft: Update for Microsoft Office 2010 (KB2553141) 32-Bit Edition
If you do not install the patch, Microsoft Starter Edition will be removed from your computer during the installation and you will not be able to reinstall it.

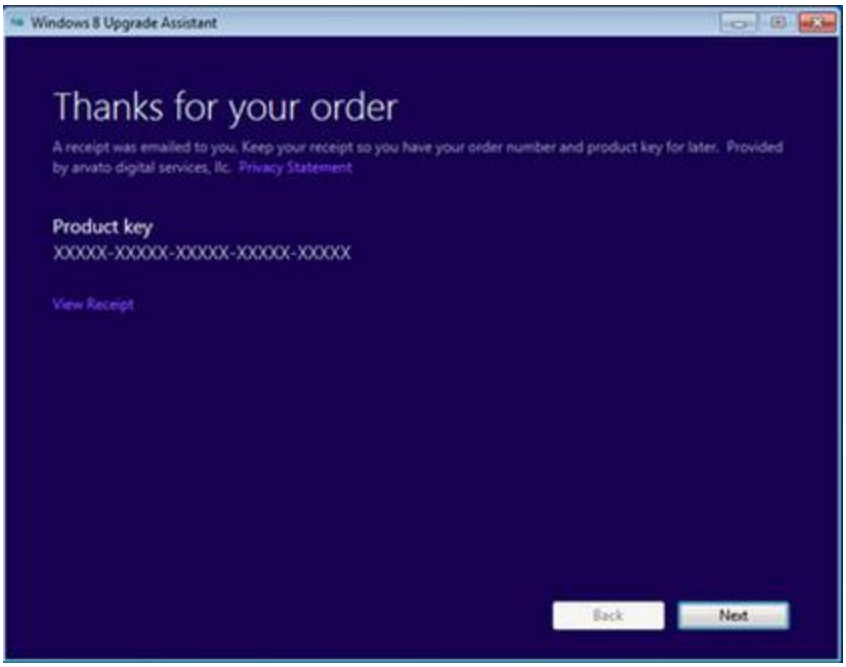
Step 7: Download a digital copy of Windows 8

If you purchased a retail DVD copy of Windows 8, follow the Microsoft installation instructions provided in the packaging.
To download a digital copy of Windows 8 you need:

- Windows 7 computer with at least 6GB of free disk space.
- Network connection to the Internet.

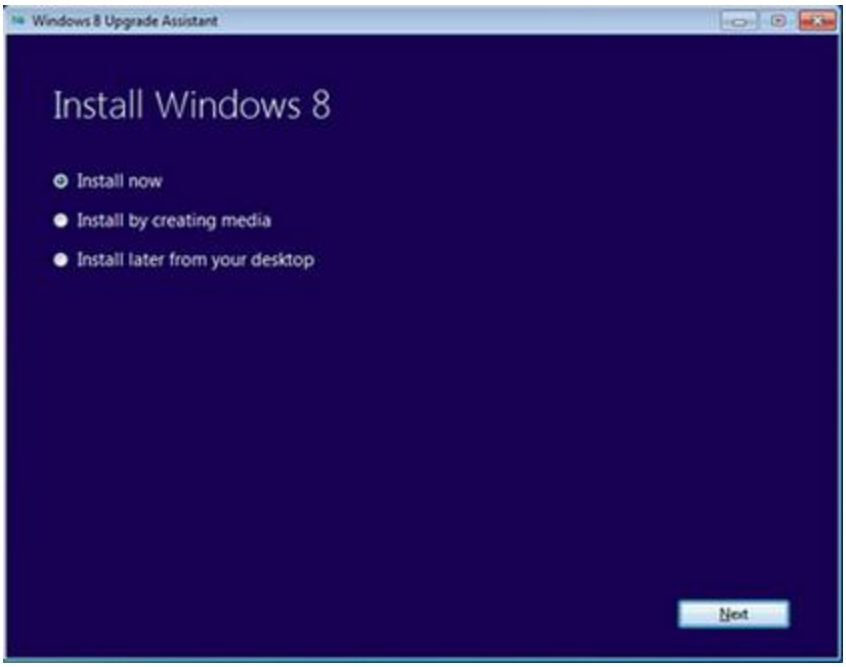
1. Open an Internet browser and go to www.microsoft.com/windows8 to find the Windows 8 Upgrade Assistant.
2. Run the Windows 8 Upgrade Assistant.
3. The Windows 8 Upgrade Assistant helps you purchase the Windows 8 Upgrade from Microsoft. After purchasing Windows 8, the Upgrade Assistant provides a Product Key (5 groups of alpha-numeric characters). Write down the Product Key for future reference.

Figure 4: Product Key in Windows Upgrade Assistant


Windows 8 Upgrade Assistant
Thanks for your order
A receipt was emailed to you. Keep your receipt so you have your order number and product key for later. Provided by arvato digital services, llc. Privacy Statement
Product key
XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
View Receipt
Back
Next

4. Windows 8 Upgrade Advisor downloads the Windows 8 Upgrade software for your computer. At the prompt to 'Install Windows 8' you are provided with three options:
    - **Install now** - continues with the In-place Upgrade.
    - **Install by creating media** - provides instructions and help creating a bootable DVD disc image or USB disk image of the Windows 8 Upgrade.
    - **Install later from your desktop** - creates an executable file on your desktop to upgrade to Windows 8 at a later time.

Figure 5: Install Windows 8 options



Choose one of the listed options. The instructions for an In-place Upgrade in this document covers the **Install now** option. The instructions for a Clean Installation in this document covers the **Install by creating media** option.

Things to expect during installation

- **Incompatible programs** - The installation examines the computer for possible compatibility problems. Some programs need to be uninstalled and the computer restarted before the installation can continue.
- **Interrupting the installation** - The installation can be stopped and restarted at certain predefined points. When restarting the computer, a set of prompts allow you to either: **Continue** where you were, or **Start Over**.
- **UAC security** - The Microsoft User Account Control Settings displays a prompt and requires you to verify that you want the listed program to make changes in your computer. This prevents a malware or a virus from trying to install software.

  If prompted, **Do you want to allow the following program to make changes to this computer?** and the Program's Name is listed as *Microsoft Windows and Verified Publisher as Microsoft Corporation*, click **Yes** to allow the action.

- **Choose a User Name and Password** - By default Windows 8 is designed to seamlessly integrate your new computer into the Internet or Cloud with other social media and devices using a Microsoft connected user account; such as Instant Messenger, Gmail, Hotmail account.
  - **Local Account** - You can enter a unique user name and password that is valid only on this local computer to keep this computer as an independent device that is not linked to other devices. You can still manually connect to the Cloud to share files later.

- **Microsoft Account** - If you use your Microsoft connected user account to logon, this computer automatically links into all the other mobile devices and user information you have stored on all your social networking accounts.

- **Allow multiple restarts** - The computer will restart multiple times during the installation process. You can either remove the installation DVD during the restart, or ignore the prompt to `Press any key to boot from the CD or DVD....`

Known issues that can occur during upgrade

Some issues might still need to be resolved before or during the upgrade. The following information is available for your reference to determine issues that might pertain to your computer configuration.

+ Check for potential problems before upgrading

HP has worked with partners to identify issues that can occur during an upgrade to Windows 8. The following table lists known issues and possible fixes or workarounds.

Issue	Fix or workaround
Broadcom by HP is not compatible with Windows 8.	Uninstall the Broadcom Bluetooth profiles before upgrading to Windows 8.
HP Magic Canvas and the HP TouchSmart software programs are not compatible with Windows 8.	Uninstall the HP Magic Canvas and all HP TouchSmart software programs before upgrading to Windows 8.
HP My Display On-Screen Display (OSD) does not function properly or fails to launch in Windows 8.	Use the HP My Display OSD software to download and install the latest version.
Intel C600 Series Chipset SATA RAID Controller prevents Windows 8 from installing.	Download and install driver version 3.5.0.1092, and then restart the computer **before** installing Windows 8. Update the driver again after upgrading to Windows 8.

Issue	Fix or workaround
Norton Internet Security 2009, 2010, and 2011 are not compatible with Windows 8.	Norton Internet Security 2009, 2010, and 2011 are not compatible with Windows 8. If you have Norton Internet Security 2012 or 2013, go to the Norton Internet Security web page for Windows 8 for information on what to do before upgrading to Windows 8, or information on how to recover your Norton product after upgrading to Windows 8.
Intel USB 3.0 eXtensible Host Controller Driver is not compatible with Windows 8.	Download and install driver version 1.0.6.245 and restart the computer **before** installing Windows 8. Remove all USB Devices from the USB 3.0/2.0 ports. Do not have anything connected to the USB 2.0 ports except a keyboard and mouse. Then, start the upgrade to Windows 8. **NOTE:** If you started the Windows 8 Upgrade process without updating to driver version 1.0.6.254 or higher and you see a blue screen with the error `0x7B`, `INACCESSIBLE_BOOT_DEVICE`, use the **Repair Your Computer** option when the computer tries to start up, download and install Intel USB 3.0 eXtensible Host Controller Driver version 1.0.6.245, restart the computer, and then start the Windows Upgrade process again.
Windows Security Essentials is not compatible with Windows 8.	Uninstall Windows Security Essentials before upgrading to Windows 8.
AMD Graphics Catalyst Control Center is not compatible with Windows 8.	Uninstall the Catalyst Control Center before upgrading to Windows 8.

Issue	Fix or workaround
If you have not installed **Microsoft Office Starter** or purchased another version of Microsoft Office, then Office must be uninstalled before upgrading to Windows 8.	If you have not installed Microsoft Office Starter or any other version, you must uninstall Microsoft Office 2010 package before upgrading to Windows 8. If you installed Microsoft Office 2010 Starter or purchased and installed a different version of Microsoft Office 2010, you do not need to uninstall it.
HP ENVY All-in-One 23-1000 Desktop PCs, **HP Omni 27-1000 Series Desktop PCs**, and **HP TouchSmart 520 Series Desktop PCs** need the latest video input panel firmware installed before upgrading to Windows 8.	Install the latest video input panel firmware version from www.hp.com/support before upgrading to Windows 8. HP All-in-One Desktop PCs with a video input panel have an HDMI (Input) on the side of the system. You can install the firmware after upgrading, but the update utility may close, causing you to restart the installation.

Install Windows 8 using In-place Upgrade method

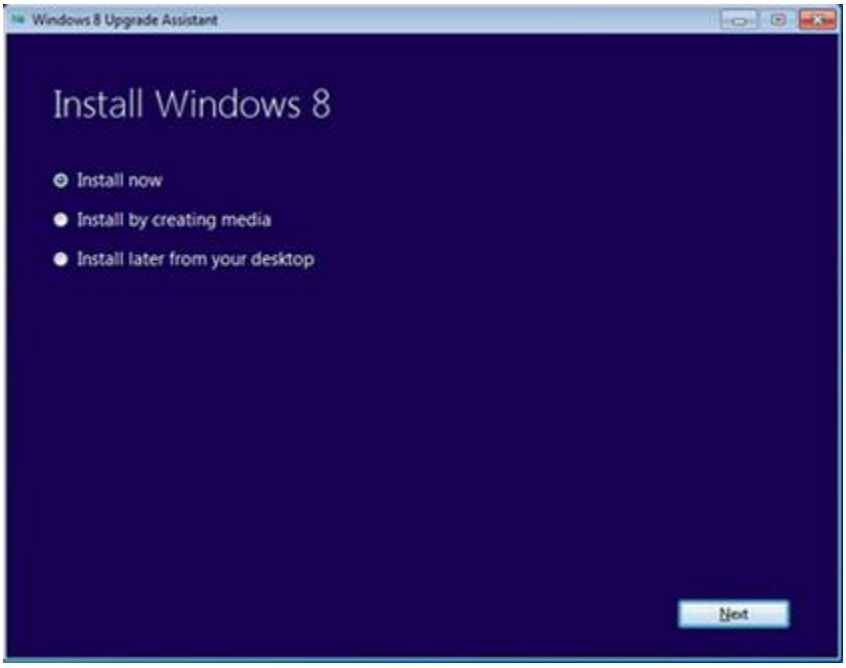
This installation option installs Windows 8 over an existing Windows 7 installation. Most or all of your existing software programs, drivers, and personal files remain available after upgrading.

WARNING:

You should Back up all important data (personal files, photos, videos, documents, applications, etc.) before you begin an In-place Upgrade to avoid any possibility of losing your data.

1. Connect the computer to an AC power supply.
2. Exit all programs, disconnect all peripheral devices, and remove all USB storage devices and SD cards.
3. If you have Internet, connect the computer to the Internet using either an Ethernet cable (Wired NIC), or turn wireless button On (Wireless LAN).
4. Click **Next** on the Install Windows 8 screen to start the installation.

Figure 6: Install Windows 8 options



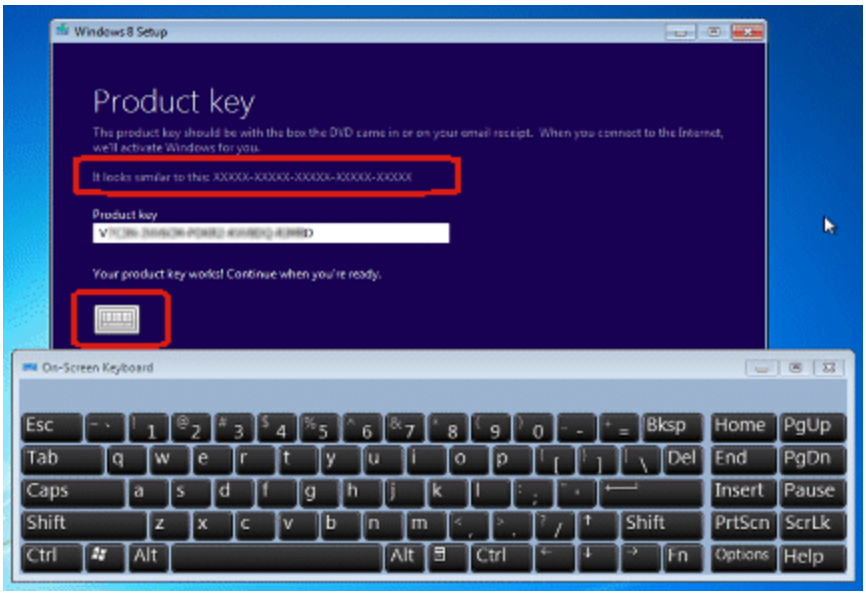
5. When prompted to **Get the latest updates** for the installation click **Go online to install updates now**, and then click **Next**. Allow the program to go online and get the latest updates.

   If you do not have Internet access, choose **No, thanks**, and click **Next**. You can perform a Windows Update after the installation.

6. When prompted to enter **Product key**, follow the on-screen instructions and enter in your Product Key (5 groups of alpha-numeric characters without the dashes). When the correct Product Key is entered, a confirmation message **Your product key works! Continue when you're ready** displays. Click **Next** to continue.

   If, after multiple attempts the product key entry is not successful, contact Microsoft support (www.microsoft.com/support) for help with your product key.

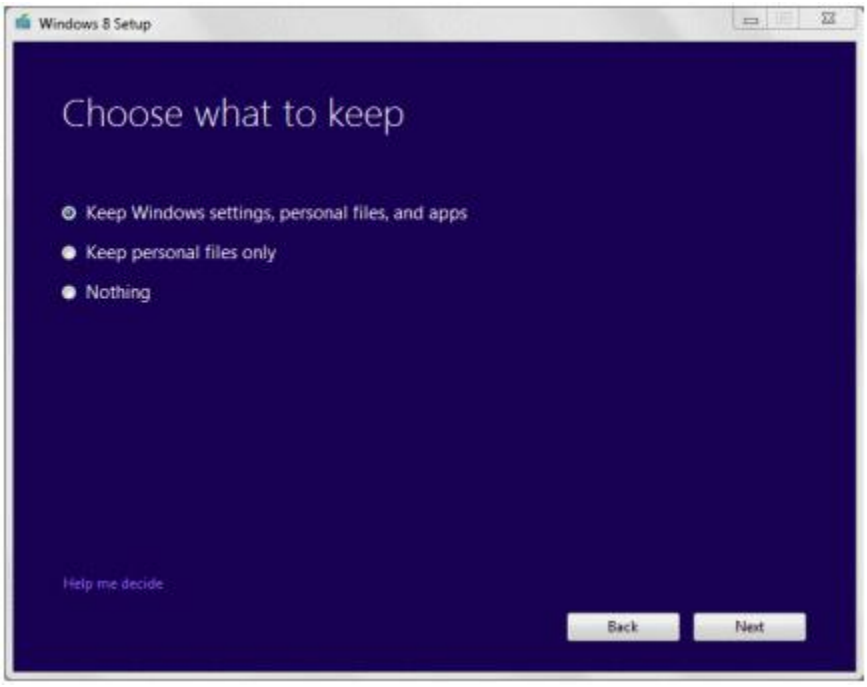
Figure 7: Product key


Windows 8 Setup
Product key
This product key should be with the box the DVD came in or on your email receipt. When you connect to the Internet, we'll activate Windows for you.
It looks similar to this: XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
Product key
Your product key works! Continue when you're ready.
On-Screen Keyboard

To enter information using an on-screen keyboard, select the keyboard graphic located below the entry field. When finished, click the keyboard graphic again to hide the display, and then click **Next** to continue.

7. When prompted to review the End User Agreement terms, read the agreement, select **I accept the license terms** if you agree to the terms, and then click **Accept**.
8. When prompted to **Choose what to keep**, select one of the options that corresponds to what files and settings you would like to keep, and then click **Next**.

Figure 8: Choose what to keep

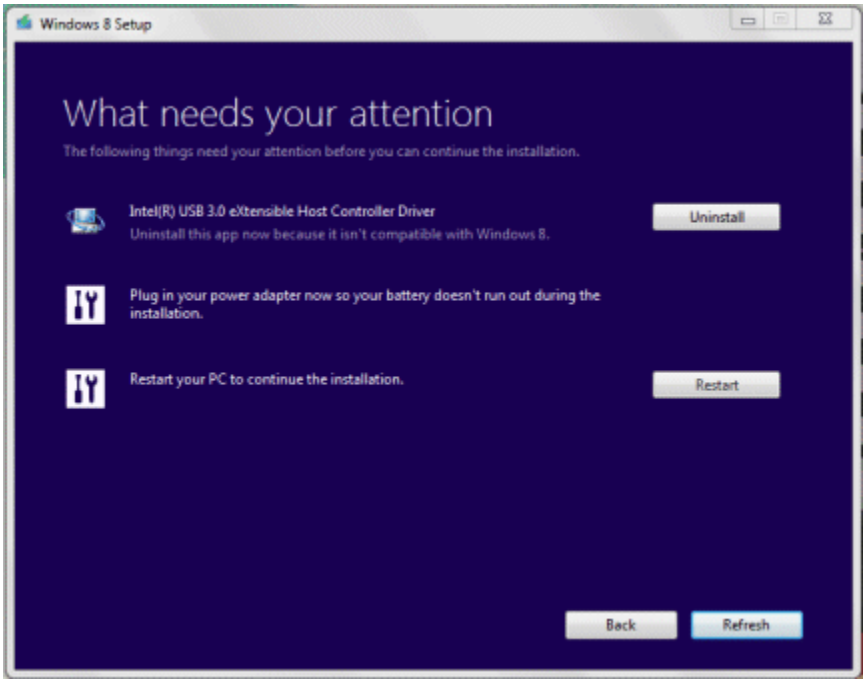


9. Windows 8 Setup then reviews the computer's settings and installed applications and displays a **What needs your attention** screen if action is needed.

   Read each item carefully and respond if any action is required.

   Windows 8 Setup may list applications that need to be removed, and reinstalled and/or updated for Windows 8 later. For most applications, choose the **Uninstall** box to the right of the application listing to launch the uninstall program. Some applications may request a Restart, but you can ignore the restart until all listed applications have been uninstalled. Some applications (i.e. HP Protect Tools Security Manager) require other related applications to be removed first. To remove the related applications, click **Start**, select **Control Panel**, select **Programs and Features**, and then right-click to uninstall the related applications.

   Figure 9: What needs your attention


Windows 8 Setup
What needs your attention
The following things need your attention before you can continue the installation.
Intel(R) USB 3.0 eXtensible Host Controller Driver
Uninstall this app now because it isn't compatible with Windows 8.
Uninstall
Plug in your power adapter now so your battery doesn't run out during the installation.
Restart your PC to continue the installation.
Restart
Back
Refresh

10. After all the identified applications have been uninstalled, if a restart is required or if the prompt changes to **Restart your PC to continue the installation**, click **Restart**. Otherwise click **Next** to continue.

    When the computer is restarted and a **Ready to install Windows 8?** opens, select **Continue from where I left off**, and then click **Next**.

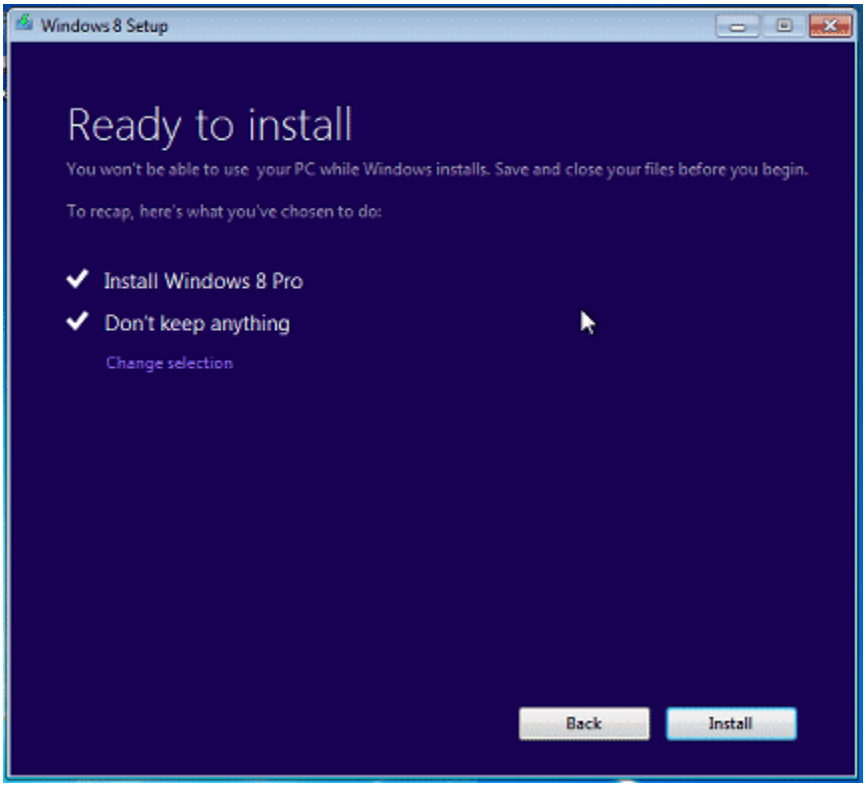
11. If no additional action is needed, a prompt **To recap, here's what you've chosen to do:** appears.

    WARNING:

    All actions up to this point can be reversed and you can go back to Windows 7. Depending on your earlier selection of what files to keep, your data may be

permanently deleted. Once you click **Install**, the installation must continue uninterrupted.

Figure 10: Ready to install

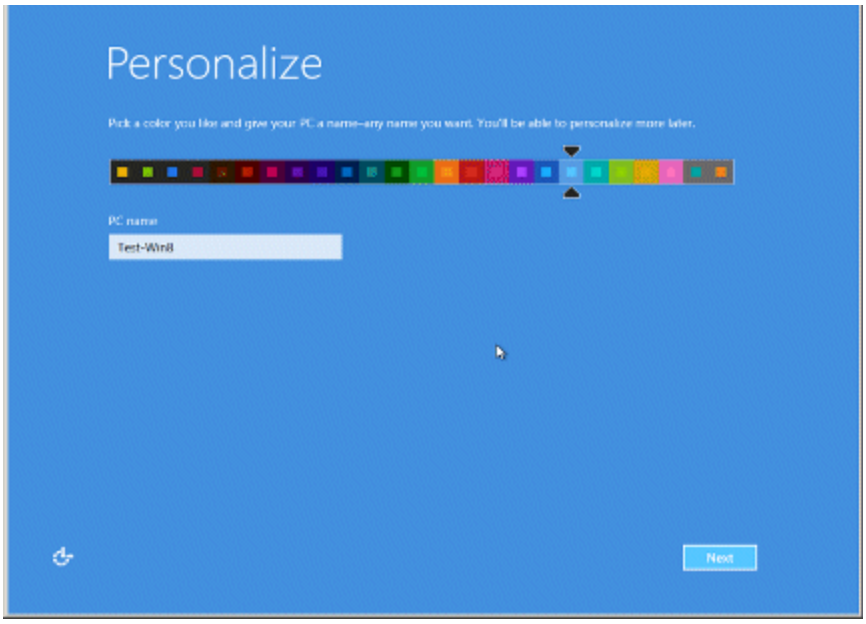

Windows 8 Setup
Ready to install
You won't be able to use your PC while Windows installs. Save and close your files before you begin.
To recap, here's what you've chosen to do:
Install Windows 8 Pro
Don't keep anything
Change selection
Back
Install

12. If you are satisfied with the options displayed, click **Install** and allow the installation to proceed.

    If the listed actions are not what you expected, click **Change selection** and choose a different option.

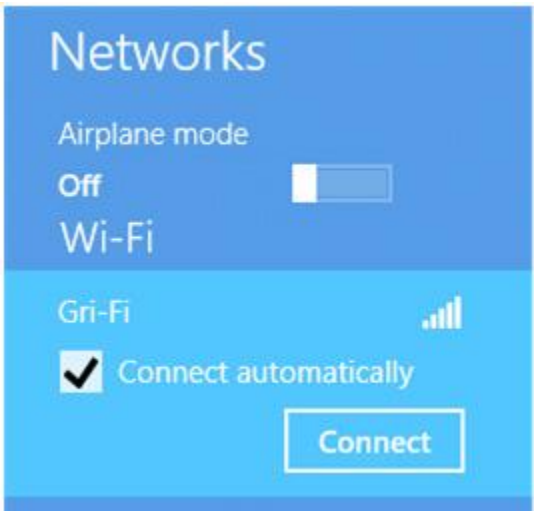
13. Wait while Windows 8 installs. You are not required to do anything for several minutes while Windows installs files and configures your settings.
14. After Windows 8 is installed, a **Personalize** prompt displays. Use the horizontal slider to choose a background and text **color**, enter a **name** for the computer, and then click **Next**.

Figure 11: Personalize Windows 8


Personalize
Pick a color you like and give your PC a name—any name you want. You'll be able to personalize more later.
PC name
Test-Win8
Next

15. When the **Wireless** prompt displays, you may either connect to your network now or later.

Figure 12: Wireless network connection



Select your wireless network from the list and click **Connect** .

If you do not wish to connect to a wireless network, click **Connect to a wireless network later**.

NOTE:

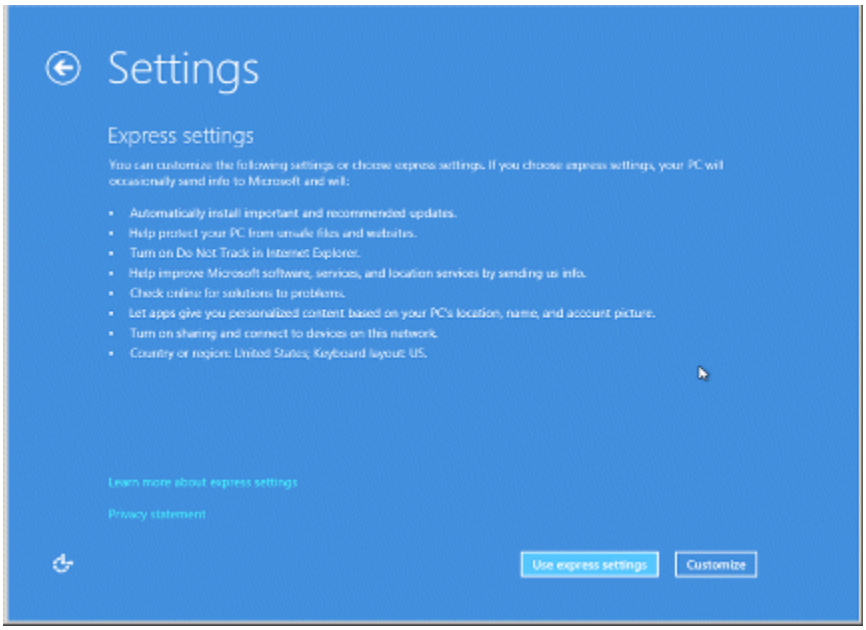
The wireless network option is not displayed if the computer was not previously connected to a wireless network, or if there is no wireless network

detected in the area. You can setup the wireless network later after the installation completes.

16. When the **Settings** screen opens, review the list of network and sharing options.

    By default, to complete the installation as quickly as possible, Microsoft recommends that you use **Express Settings**.

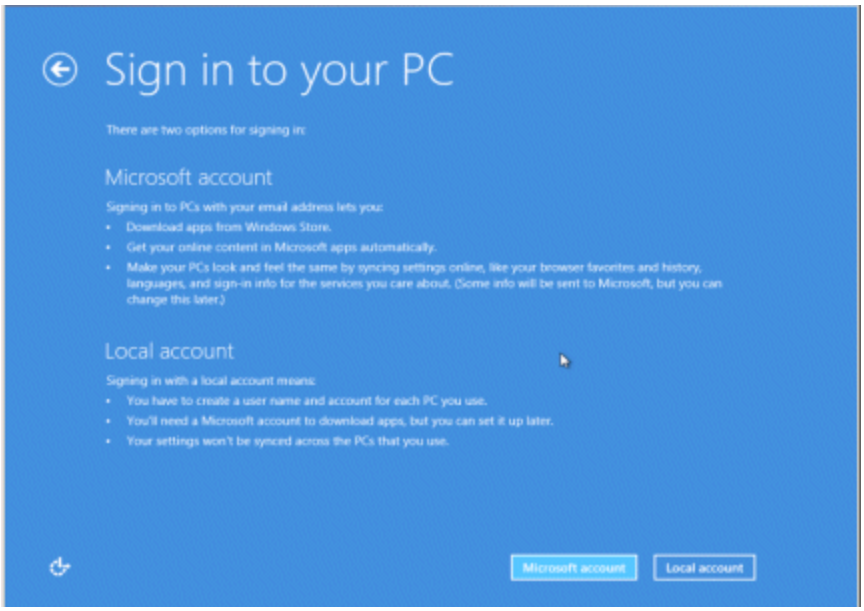
    Figure 13: Express settings


Settings
Express settings
You can customize the following settings or choose express settings. If you choose express settings, your PC will occasionally send info to Microsoft and will:
Automatically install important and recommended updates.
Help protect your PC from unsafe files and websites.
Turn on Do Not Track in Internet Explorer.
Help improve Microsoft software, services, and location services by sending us info.
Check online for solutions to problems.
Let apps give you personalized content based on your PC's location, name, and account picture.
Turn on sharing and connect to devices on this network.
Country or region: United States; Keyboard layout: US.
Learn more about express settings
Privacy statement
Use express settings
Customize

    - If you want to accept the default settings and allow Microsoft to manage your computer, click **Use express settings**.
    - If you wish to review options and make changes to these settings, click **Customize** and select the individual options.

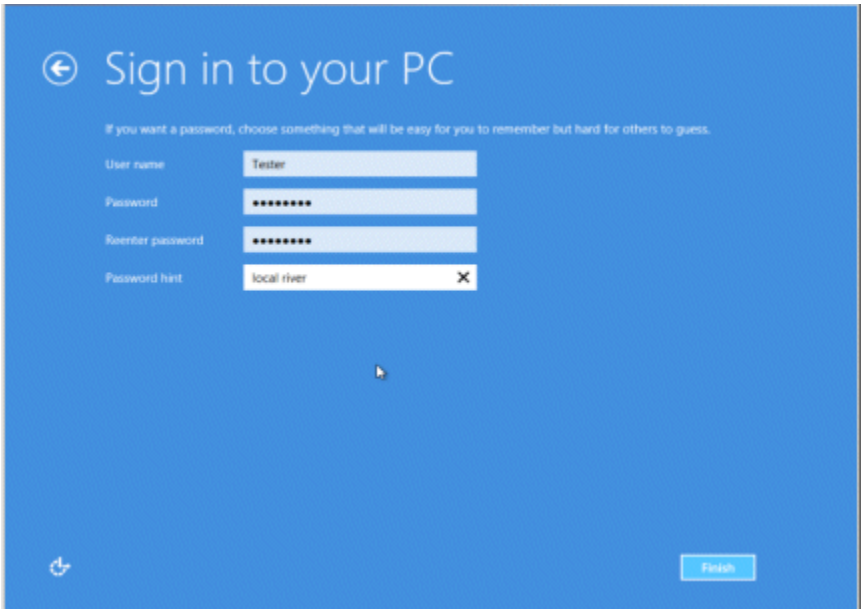
17. When prompted to **Sign in to your PC**, you must make a choice as to how you want to manage this computer:
    - Select **Local account** to keep this computer as an independent device that is not linked to other devices. You can change settings at a later time to share files and resources with other devices.
    - Select **Microsoft account** to link this computer to other mobile devices and user information you have stored on the Microsoft network.

    Figure 14: Sign in to your PC


Sign in to your PC
There are two options for signing in:
Microsoft account
Signing in to PCs with your email address lets you:
Download apps from Windows Store.
Get your online content in Microsoft apps automatically.
Make your PCs look and feel the same by syncing settings online, like your browser favorites and history, languages, and sign-in info for the services you care about. (Some info will be sent to Microsoft, but you can change this later.)
Local account
Signing in with a local account means:
You have to create a user name and account for each PC you use.
You'll need a Microsoft account to download apps, but you can set it up later.
Your settings won't be synced across the PCs that you use.
Microsoft account
Local account

18. Once you select the type of account, when prompted to **Sign in to your PC**, enter the required **User Name** and **Password**, and click **Next**.

Figure 15: Enter User name and Password


Sign in to your PC
If you want a password, choose something that will be easy for you to remember but hard for others to guess.
User name
Tester
Password
Reenter password
Password hint
local river
Finish

If you login using a Microsoft connected account, enter security verification info. You may also change the listed phone and alternate email info from your existing Microsoft connected account at this time.

19. Allow the computer to continue the installation. A message **PC is Ready** displays for a few seconds when the installation is complete.

The installation is complete when the Windows 8 Start screen opens.

Figure 16: Windows 8 Start screen

Once installation is complete, update drivers, install software and restore your backed up files. Go to the Steps to take after upgrading to Windows 8 section for more information.

Preparing your computer for Clean Installation (custom) method

This installation option prepares your computer for installation, erases all files on the hard drive and removes any hard drive partitions before installing Windows 8. To access this option, you must shutdown the computer and use the installation DVD or USB storage device to boot the computer.

WARNING:

You must back up all important data (personal files, photos, videos, documents, applications, etc.) before beginning a Clean Installation to avoid losing your important data.

Step 1: Update the BIOS

Upgrade to the latest BIOS before upgrading to Windows 8. Use the following steps to update the BIOS to avoid possible installation problems:

1. Click **Start**, type `system` into the search field, and select **System Information** from the list.
2. Under the System Summary, the **BIOS Version/Date** is displayed. Record the BIOS revision number.
3. Go to the HP Customer Care Web site (http://www.hp.com/support), select Software and Drivers, and enter your computer model number to find software and driver updates.

4. Use the SAVE option to download the latest available BIOS to your hard drive. Make sure to look through all the available downloads and select the BIOS version that has the highest version number.

   WARNING:

   Update the BIOS to the latest BIOS version in the same series. For example, update BIOS version 6.xx to a higher version 6.xx, **NOT** version 7.xx. Updating to a different BIOS series may damage the computer.

5. To install (flash) the BIOS, close all software, disconnect all connected devices, remove all external storage devices and then double-click the downloaded BIOS.

   WARNING:

   Do not use the computer or disconnect the power until the BIOS update has completed and the computer has restarted.

Step 2: Get software and drivers

It is advisable to get all available recommended software and driver updates while the computer is still using Windows 7.

1. Go to the HP Customer Care Web site (http://www.hp.com/support), select Software and Drivers, and enter your computer model number. Download and save the Windows 8 hardware drivers and software files to your hard drive.

   NOTE:

   If there is a Windows 8 operating system listed in the drop down menu, the model computer is supported.

2. Copy the downloaded files to CD/DVD or a USB storage device for use after installing Windows 8.

Step 3: Create Recovery discs and back up your important files

If you have not already done so, create a set of Windows 7 system recovery discs. If a problem occurs during the upgrade process, you can use recovery discs to return your computer back to its original software configuration. To create your personal set of recovery discs, see Creating Recovery Discs or Saving a Recovery Image to a USB Flash Drive (Windows 7).
You can use Microsoft Backup and Restore Center or Microsoft Windows Easy Transfer to back up your Windows files and transfer them to Windows 8. Microsoft **Windows Easy Transfer** comes with Windows 7 and makes backing up files easy. If you want to backup your files using other software, you must first verify that it is compatible with Windows 8 before using it. You will also need a copy of the

software's installation files on a USB drive or disc. Do not use backup software that is not compatible with Windows 8!
When finished, verify that the backup was successful and that you can access your files.

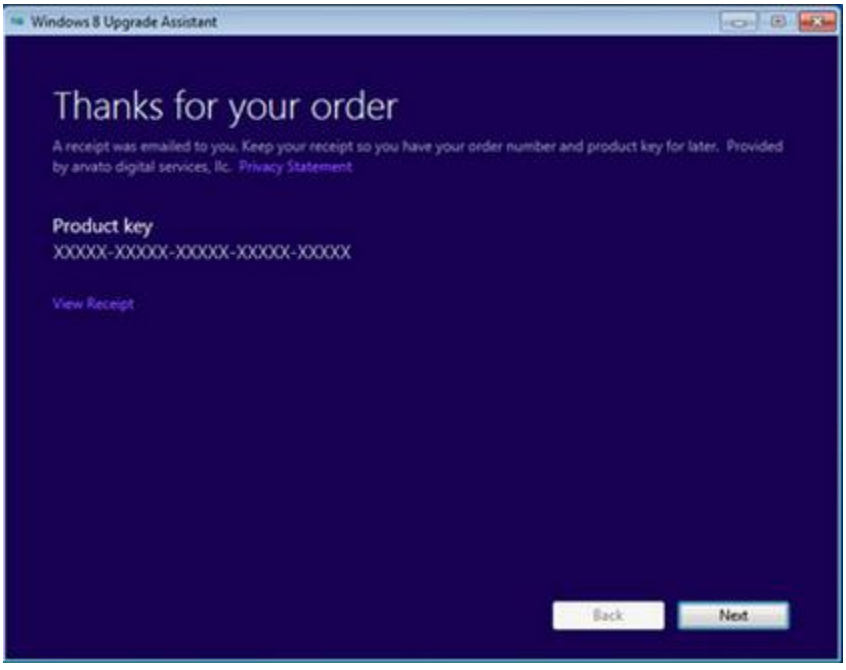
Step 4: Download a digital copy of Windows 8

If you purchased a retail DVD of Windows 8, follow the Microsoft installation instructions provided in the packaging.
To download a digital copy of Windows 8 you need:

- Windows 7 computer with at least 6GB of free disk space.
- Network connection to the Internet.

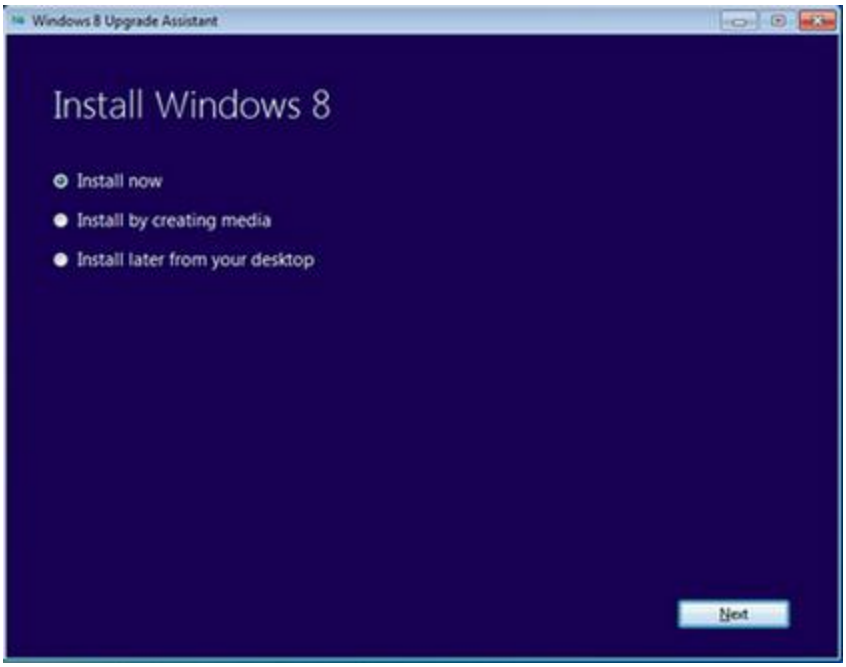
1. Open an Internet browser and go to www.microsoft.com/windows8 to find the Windows 8 Upgrade Assistant.
2. Run the Windows 8 Upgrade Assistant.
3. The Windows 8 Upgrade Assistant helps you purchase the Windows 8 Upgrade from Microsoft. After purchasing Windows 8, the Upgrade Assistant provides a Product Key (5 groups of alpha-numeric characters). Write down the Product Key for future reference.

Figure 17: Product Key in Windows Upgrade Assistant


Windows 8 Upgrade Assistant
Thanks for your order
A receipt was emailed to you. Keep your receipt so you have your order number and product key for later. Provided by arvato digital services, llc. Privacy Statement
Product key
XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
View Receipt
Back
Next

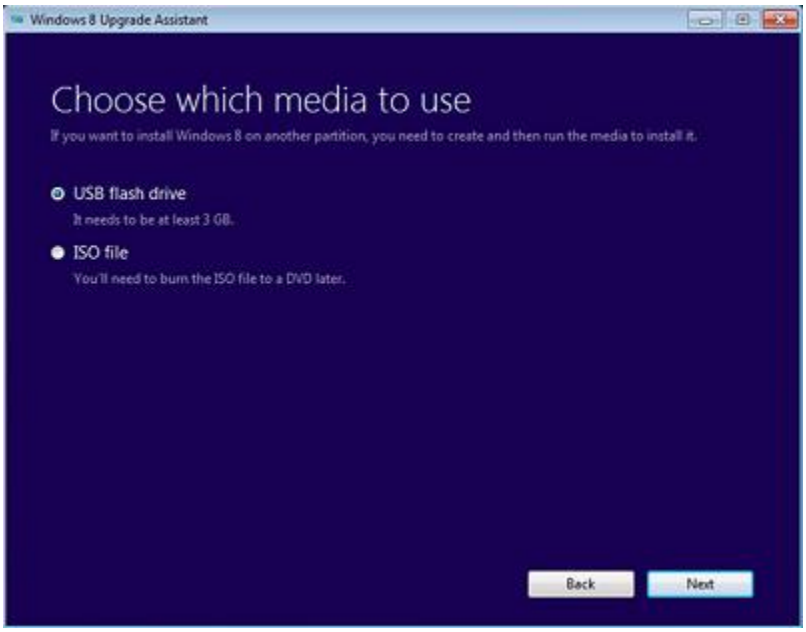
4. To continue with the Clean Installation select **Install by creating media** option and click **Next**.

Figure 18: Install Windows 8 options



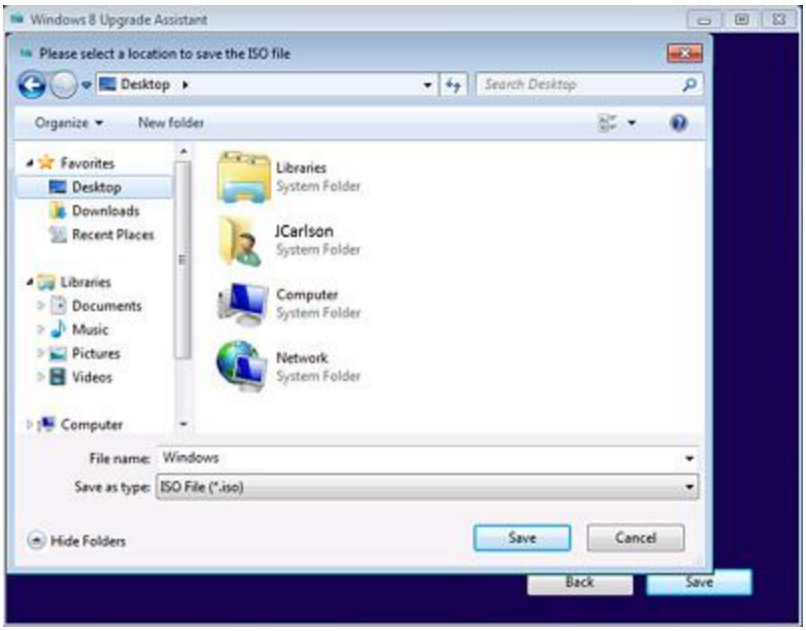
5. You can choose to either create a bootable USB flash drive or burn a DVD disc from an ISO file. Select the option you prefer and click **Next**.

Figure 19: Choose which media to use


Windows 8 Upgrade Assistant
Choose which media to use
If you want to install Windows 8 on another partition, you need to create and then run the media to install it.
USB flash drive
It needs to be at least 3 GB.
ISO file
You'll need to burn the ISO file to a DVD later.
Back
Next

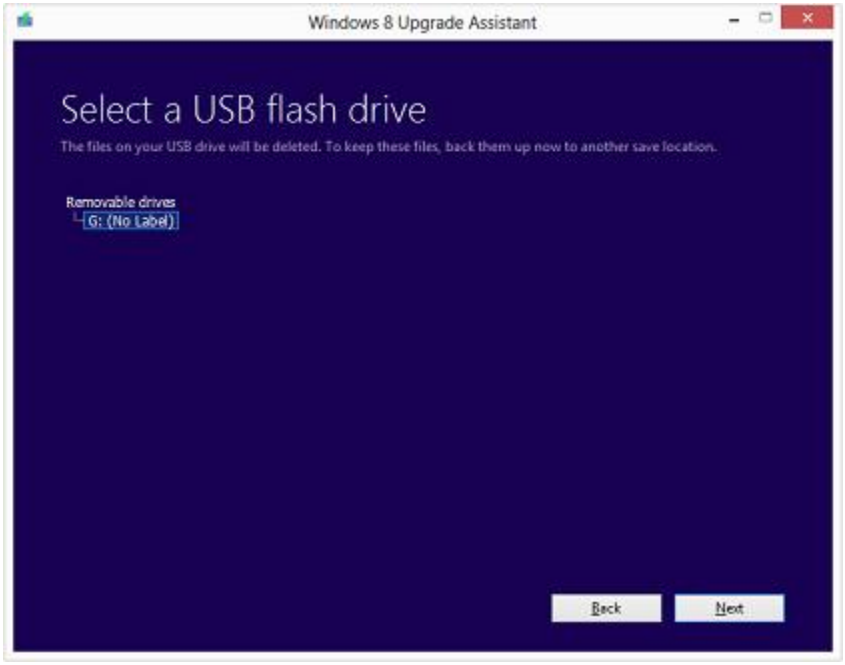
6. If you choose to burn a DVD (ISO file) click **Save** to save the ISO file to your Desktop.

Figure 20: Save ISO file to the Desktop



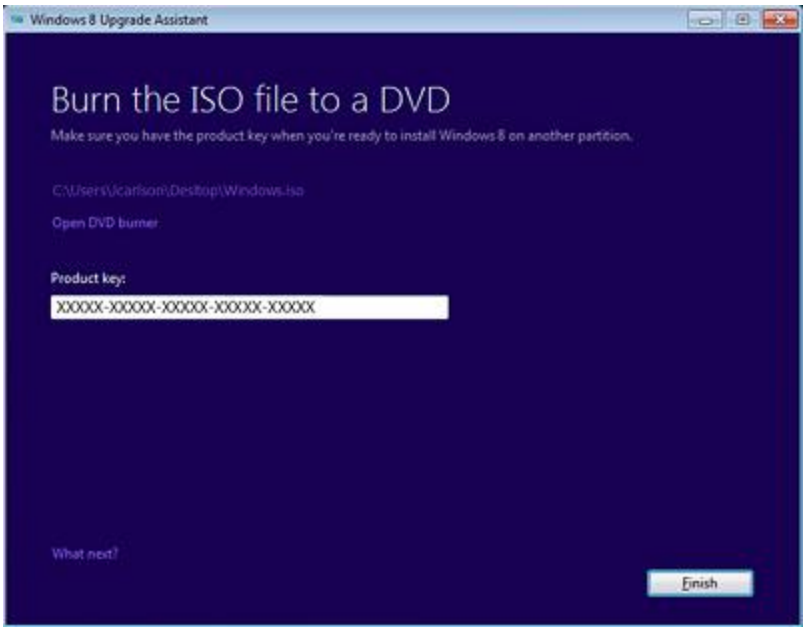
If you chose to create a USB flash drive, select the USB flash drive from the list and click **Next**.

Figure 21: Select a USB flash drive


Windows 8 Upgrade Assistant
Select a USB flash drive
The files on your USB drive will be deleted. To keep these files, back them up now to another save location.
Removable drives
G: (No Label)
Back
Next

7. Insert a blank, writeable DVD in your DVD-RW drive, and click **Finish**.

Figure 22: Burn the ISO file to a DVD


Windows 8 Upgrade Assistant
Burn the ISO file to a DVD
Make sure you have the product key when you're ready to install Windows 8 on another partition.
C:\Users\jcarlson\Desktop\Windows.iso
Open DVD burner
Product key:
XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
What next?
Finish

8. After the files are burned to the DVD or a USB storage device, label the disc or storage device and store it in a safe place.

Step 5: Disable Acceleration in Intel Rapid Storage

Some HP computers are configured with high-speed mSATA solid state drives in addition to the primary hard drive. The mSATA cache drive enables faster boot times and boosts the hard drive performance of the computer. Prior to performing a Clean Installation you must disable the cache drive acceleration in the Intel Rapid Storage Technology interface. After the Clean Installation you will need to install Intel Rapid Storage Technology and re-enable acceleration for the mSATA cache drive.

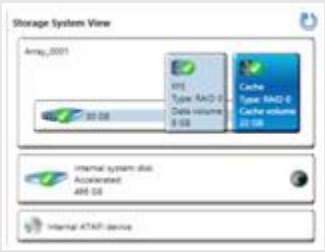
+ Determine if your computer has an mSATA cache drive:

1. In Windows 7 click **Start**, type `Intel Rapid Storage Technology` and click **Intel Rapid Storage Technology** in the results list.

   NOTE:

   If Intel Rapid Storage Technology is not installed on your computer then you do not have an mSATA cache drive and should continue to Step 5: Disable Legacy Support in the BIOS.

2. In the Storage System View, computers configured with an mSATA cache drive display a square labeled 'cache.' If the Storage System View displays a cache drive then your computer has an mSATA cache drive installed. Continue to the next step: Disable Acceleration in Intel Rapid Storage.

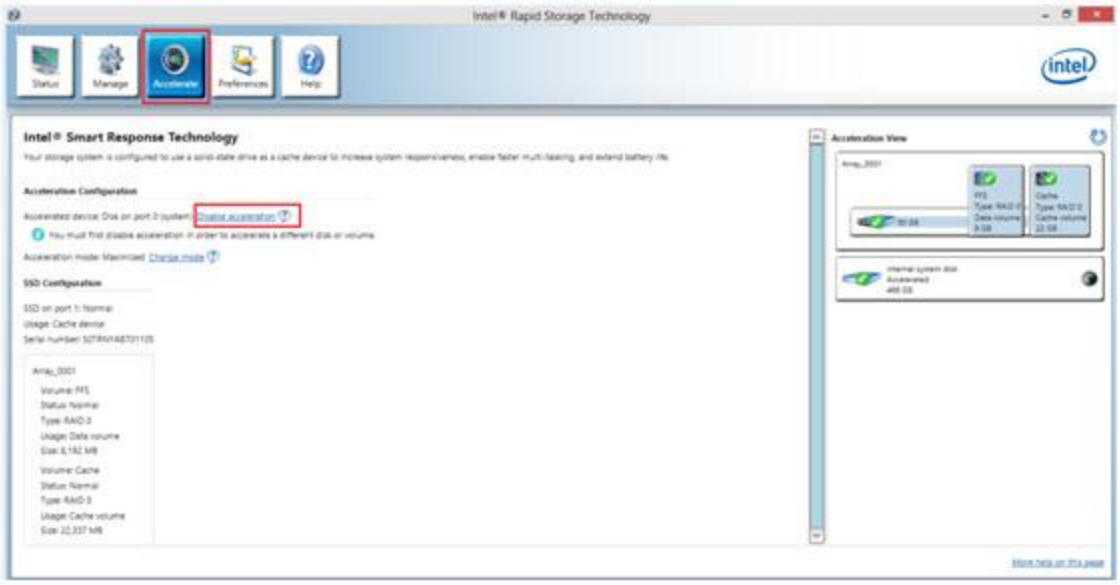
Computer configured WITH mSATA cache drive	Computer NOT configured with mSATA cache drive
Figure 23: Storage System View with mSATA cache drive **Figure 24: Storage System View with mSATA cache drive and FFS partition** 	**Figure 25: Storage System View with a primary hard drive and no mSATA cache drive**

+ Disable Acceleration in Intel Rapid Storage Technology

If your computer is configured with an mSATA cache drive, use the following instructions to prepare it for the Windows 8 installation.

1. Click **Start** and type `Intel`. Click **Intel Rapid Storage Technology** in the search results.
2. Click the **Accelerate** button at the top of the window and click **Disable Acceleration**.

Figure 26: Disable acceleration button



3. Click **Yes** on the Disable Acceleration warning window.

Figure 27: Disable Acceleration warning

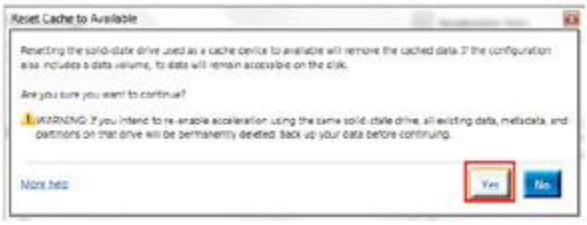
Disable Acceleration
Are you sure you want to disable acceleration on the disk or volume?
Depending on the cache conditions, this operation may take a while to complete and cannot be canceled.
More help
Yes
No

4. Click **Reset to available** next to Usage Cache device.

Figure 28: Reset cache to available

5. Click **Yes** when the Reset Cache to Available warning appears.

Figure 29: Reset Cache to Available warning



6. Close the Intel Rapid Storage Technology program and continue to the next step.

Step 6: Determine if the computer hard drive is GPT or MBR formatted

Computers enabled with UEFI should be checked to determine if the primary hard drive is formatted as GPT or MBR format before installing Windows 8. If the installation is started using the incorrect boot options error messages may displayed and the installation must be started again. Use the steps below to identify the formatting of the hard drive in your computer.

1. Click **Start** then right-click **Computer** and select **Properties**.
2. Click **Device Manager**.
3. Under Disk Drives, right-click the listed hard drive and select **Properties**.
4. Click the **Volume** tab then click **Populate**.
5. Next to Partition style, either Master Boot Record (MBR) or GUID partition table (GPT) will be displayed.

Record the Partition style of your hard drive and continue to the next step.

Things to expect during installation

- **Interrupting the installation** - The installation can be stopped and restarted at certain predefined points. When restarting the computer, a set of prompts allow you to either: **Continue** where you were, or **Start Over**.
- **UAC security** - The Microsoft User Account Control Settings displays a prompt and requires you to verify that you want the listed program to make changes in your computer. This prevents a malware or a virus from trying to install software.

  If prompted, **Do you want to allow the following program to make changes to this computer?** and the Program's Name is listed as *Microsoft Windows and Verified Publisher as Microsoft Corporation*, click **Yes** to allow the action.

- **Choose a User Name and Password** - By default Windows 8 is designed to seamlessly integrate your new computer into the Internet or Cloud with other

social media and devices using a Microsoft connected user account; such as Instant Messenger, Gmail, or AOL mail account.

- **Local Account** - You can enter a unique user name and password that is valid only on this local computer to keep this computer as an independent device that is not linked to other devices. You can still manually connect to the Cloud to share files later.
- **Microsoft Account** - If you use your Microsoft connected user account to logon, this computer automatically links into all the other mobile devices and user information you have stored on all your social networking accounts.

- **Allow multiple restarts** - The computer will restart multiple times during the installation process. You can either remove the installation DVD during the restart, or ignore the prompt to `Press any key to boot from the CD or DVD....`

Known issues that can occur during upgrade

Some issues might still need to be resolved before or during the upgrade. The following information is available for your reference to determine issues that might pertain to your computer configuration.

+ Check for potential problems before upgrading

HP has worked with partners to identify issues that can occur during an upgrade to Windows 8. The following table lists known issues and possible fixes or workarounds.

Issue	Fix or workaround
Broadcom by HP is not compatible with Windows 8.	Uninstall the Broadcom Bluetooth profiles before upgrading to Windows 8.
HP Magic Canvas and the HP TouchSmart software programs are not compatible with Windows 8.	Uninstall the HP Magic Canvas and all HP TouchSmart software programs before upgrading to Windows 8.
HP My Display On-Screen Display (OSD) does not function properly or fails to launch in Windows 8.	Use the HP My Display OSD software to download and install the latest version.

Issue	Fix or workaround
Intel C600 Series Chipset SATA RAID Controller prevents Windows 8 from installing.	Download and install driver version 3.5.0.1092, and then restart the computer **before** installing Windows 8. Update the driver again after upgrading to Windows 8.
Norton Internet Security 2009, 2010, and 2011 are not compatible with Windows 8.	Norton Internet Security 2009, 2010, and 2011 are not compatible with Windows 8. If you have Norton Internet Security 2012 or 2013, go to the Norton Internet Security web page for Windows 8 for information on what to do before upgrading to Windows 8, or information on how to recover your Norton product after upgrading to Windows 8.
Intel USB 3.0 eXtensible Host Controller Driver is not compatible with Windows 8.	Download and install driver version 1.0.6.245 and restart the computer **before** installing Windows 8. Remove all USB Devices from the USB 3.0/2.0 ports. Do not have anything connected to the USB 2.0 ports except a keyboard and mouse. Then, start the upgrade to Windows 8. **NOTE:** If you started the Windows 8 Upgrade process without updating to driver version 1.0.6.254 or higher and you see a blue screen with the error `0x7B`, `INACCESSIBLE_BOOT_DEVICE`, use the **Repair Your Computer** option when the computer tries to start up, download and install Intel USB 3.0 eXtensible Host Controller Driver version 1.0.6.245, restart the computer, and then start the Windows Upgrade process again.
Windows Security Essentials is not compatible with Windows 8.	Uninstall Windows Security Essentials before upgrading to Windows 8.

Issue	Fix or workaround
AMD Graphics Catalyst Control Center is not compatible with Windows 8.	Uninstall the Catalyst Control Center before upgrading to Windows 8.
If you have not installed **Microsoft Office Starter** or purchased another version of Microsoft Office, then Office must be uninstalled before upgrading to Windows 8.	If you have not installed Microsoft Office Starter or any other version, you must uninstall Microsoft Office 2010 package before upgrading to Windows 8. If you installed Microsoft Office 2010 Starter or purchased and installed a different version of Microsoft Office 2010, you do not need to uninstall it.
HP ENVY All-in-One 23-1000 Desktop PCs, **HP Omni 27-1000 Series Desktop PCs**, and **HP TouchSmart 520 Series Desktop PCs** need the latest video input panel firmware installed before upgrading to Windows 8.	Install the latest video input panel firmware version from www.hp.com/support before upgrading to Windows 8. HP All-in-One Desktop PCs with a video input panel have an HDMI (Input) on the side of the system. You can install the firmware after upgrading, but the update utility may close, causing you to restart the installation.

Install Windows 8

1. Connect the computer to an AC power supply.
2. Exit all programs, disconnect all peripheral devices, and remove all USB storage devices and SD cards.
3. If you have Internet, connect the computer to the Internet using either an Ethernet cable (Wired NIC), or turn wireless button On (Wireless LAN).
4. Insert the Windows 8 installation DVD or USB storage device drive into the computer and shut down the PC.
5. Turn on the computer and press the `F9` key to enter the Boot Option Menu.
6. **Non-UEFI computers** - Using the arrow keys select **CD/DVD Drive** or **USB Hard Drive** and press `Enter`.

UEFI computers with MBR partition style - Using the arrow keys select **CD/DVD Drive** or **USB Hard Drive** and press `Enter`.

UEFI computers with GPT partition style - Using the arrow keys select **CD/DVD Drive <UEFI>** or **USB Hard Drive <UEFI>** and press `Enter`.

7. When prompted to `Press any key to boot from CD or DVD`, press `Enter`.
8. When prompted, select the desired **Language**, **Time**, and **Keyboard**, and then click **Next**.

Figure 30: Windows Setup

Windows Setup
Windows 8
Language to install: English (United States)
Time and currency format: English (United States)
Keyboard or input method: US
Enter your language and other preferences and click "Next" to continue.
© 2012 Microsoft Corporation. All rights reserved.
Next

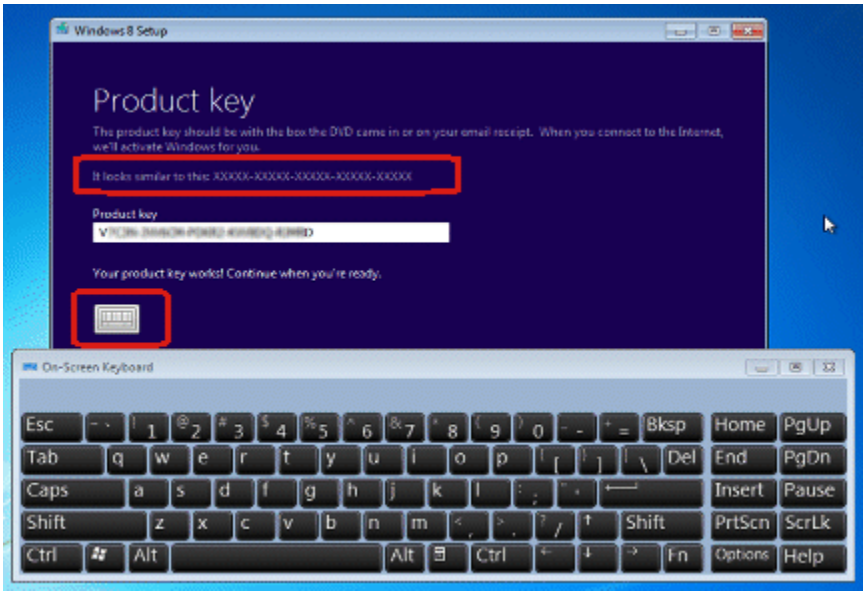
9. When the required files are loaded and the Windows 8 installation screen displays, click **Install now** to begin the installation process.

Figure 31: Windows Setup

10. When prompted to enter **Product key**, follow the on-screen instructions and enter in your Product Key (5 groups of alpha-numeric characters without the dashes). When the correct Product Key is entered, a confirmation message **Your product key works! Continue when you're ready** displays. Click **Next** to continue.

    If, after multiple attempts the product key entry is not successful, contact Microsoft support (www.microsoft.com/support) for help with your product key.

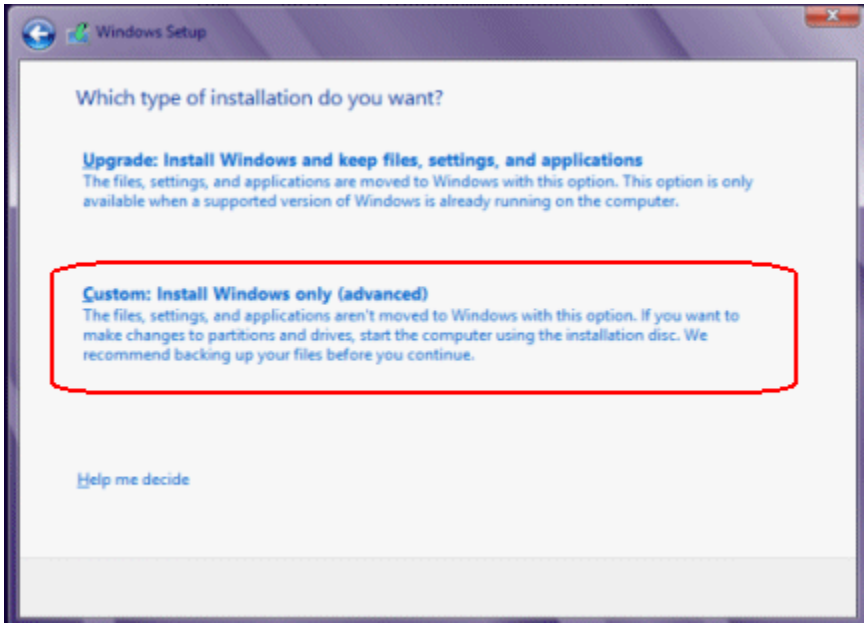
Figure 32: Product key



To enter information using an on-screen keyboard, select the keyboard graphic located below the entry field. When finished, click the keyboard graphic again to hide the display, and then click **Next** to continue.

11. When prompted to review the End User Agreement terms, read the agreement, select **I accept the license terms** if you agree to the terms, and then click **Accept**.
12. After the End User Agreement is accepted, two installation options are displayed: an in-place **Upgrade**, or a clean **Custom** Installation. Select **Custom Installation**.

Figure 33: Which type of installation do you want?


Windows Setup
Which type of installation do you want?
Upgrade: Install Windows and keep files, settings, and applications
The files, settings, and applications are moved to Windows with this option. This option is only available when a supported version of Windows is already running on the computer.
Custom: Install Windows only (advanced)
The files, settings, and applications aren't moved to Windows with this option. If you want to make changes to partitions and drives, start the computer using the installation disc. We recommend backing up your files before you continue.
Help me decide

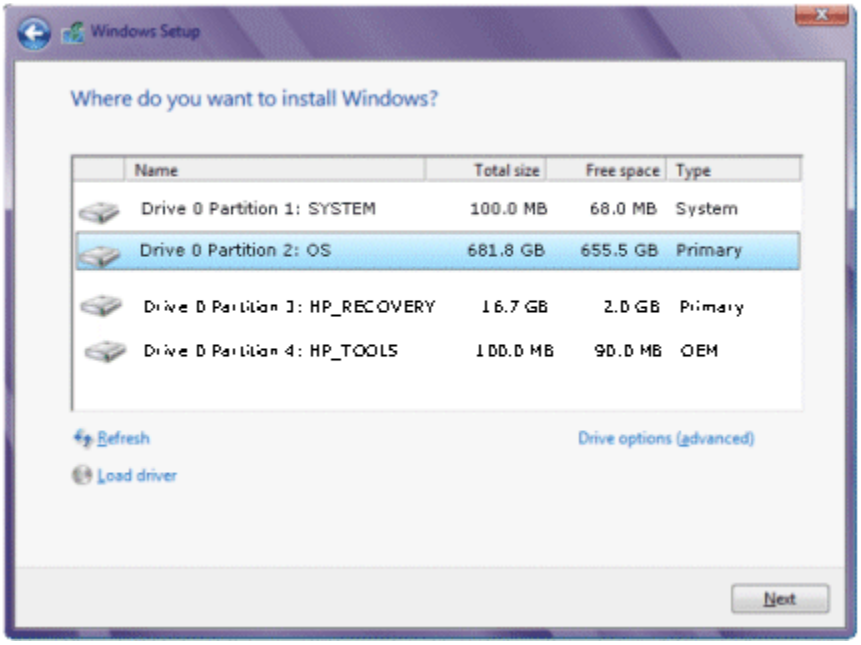
13. **Verify that you have backed up all your important files and created an HP recovery solution.** After completing this step, all files will be destroyed without further warning.
14. A screen opens titled **Where do you want to install Windows?**. This screen lists the drive partitions available on the hard drive - that is, the storage space Windows Setup can use to install Windows 8.

    To continue, use one of the following actions to install Windows on a hard drive partition:

    - **Delete all partitions and install on one partition of maximum size (advanced):** Select drive options to enable more options on the screen and delete all partitions in the list. Once all the partitions have been removed, you can create one new partition of maximum available size and format it. Once you have one partition and it is formatted, select this partition and click **Next** to continue.
    - **Create more than one partition and install on one of them (advanced):** Select drive options to enable more options on the screen and delete all partitions in the list. Once all the partitions have

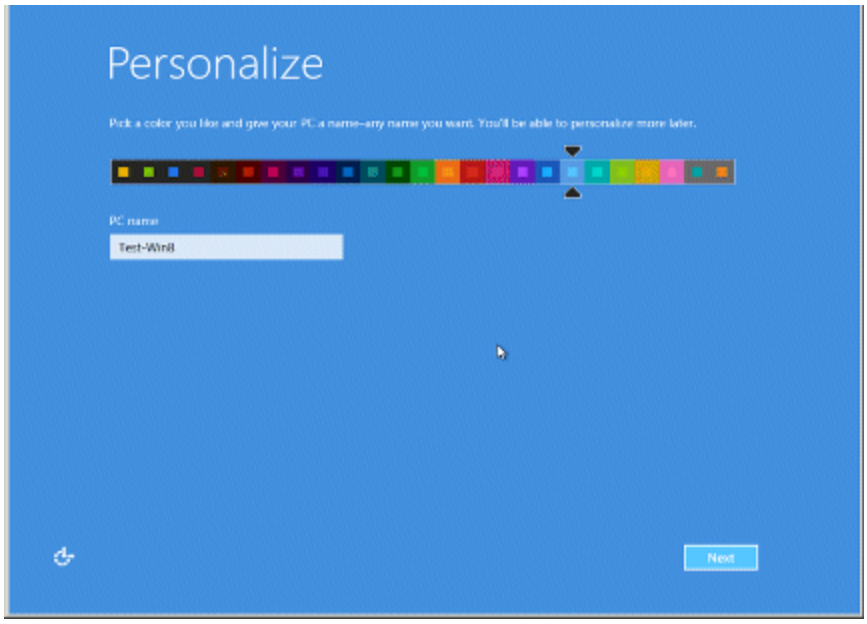
been removed, you can create new partitions of different sizes and format them. One of these partitions must be at least 20GB in size to allow for the installation of windows 8. Using this method allows you to set aside separate partitions of storage space to be used in Windows 8 as additional drive volumes (in File manager and Computer). Once you have one partition and it is formatted, select a partition that is 20GB or larger and click **Next** to continue.

Figure 34: Where do you want to install windows



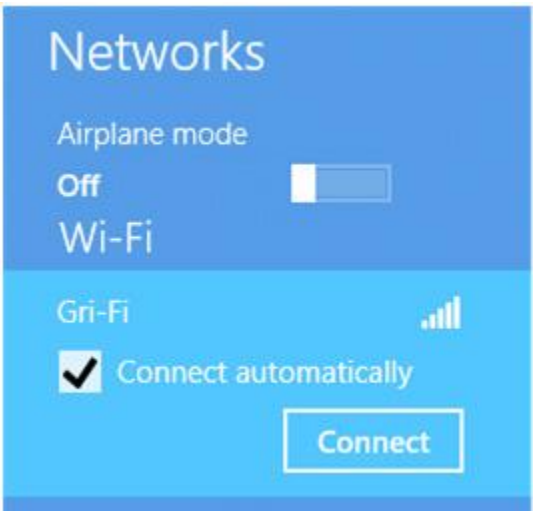
15. After Windows 8 is installed, a **Personalize** prompt displays. Use the horizontal slider to choose a background and text **color**, enter a **name** for the computer, and then click **Next**.

Figure 35: Personalize Windows 8



16. When the **Wireless** prompt displays, you may either connect to your network now or later.

Figure 36: Wireless network connection



Select your wireless network from the list and click **Connect** .

If you do not wish to connect to a wireless network, click **Connect to a wireless network later**.

NOTE:

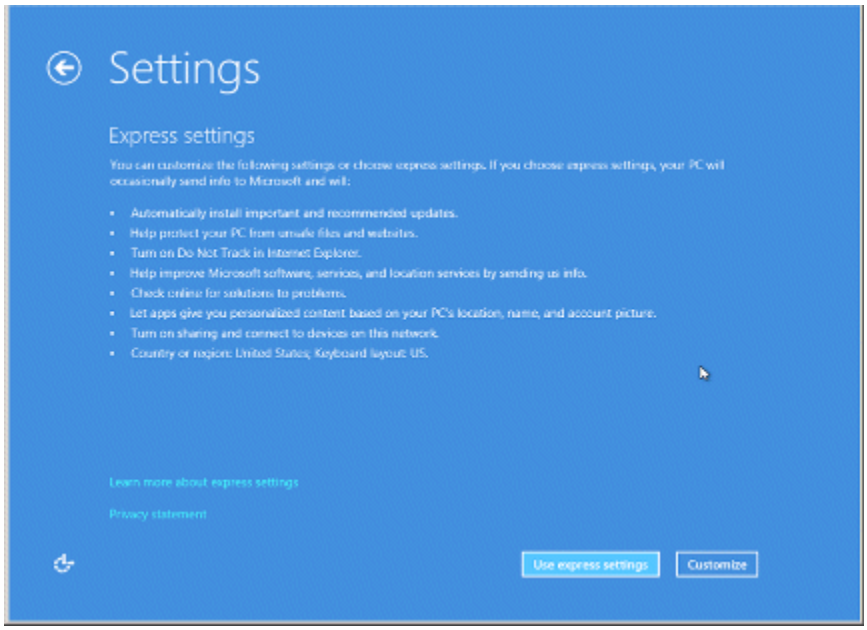
The wireless network option is not displayed if the computer was not previously connected to a wireless network, or if there is no wireless

network detected in the area. You can setup the wireless network later after the installation completes.

17. When the **Settings** screen opens, review the list of network and sharing options.

    By default, to complete the installation as quickly as possible, Microsoft recommends that you use **Express Settings**.

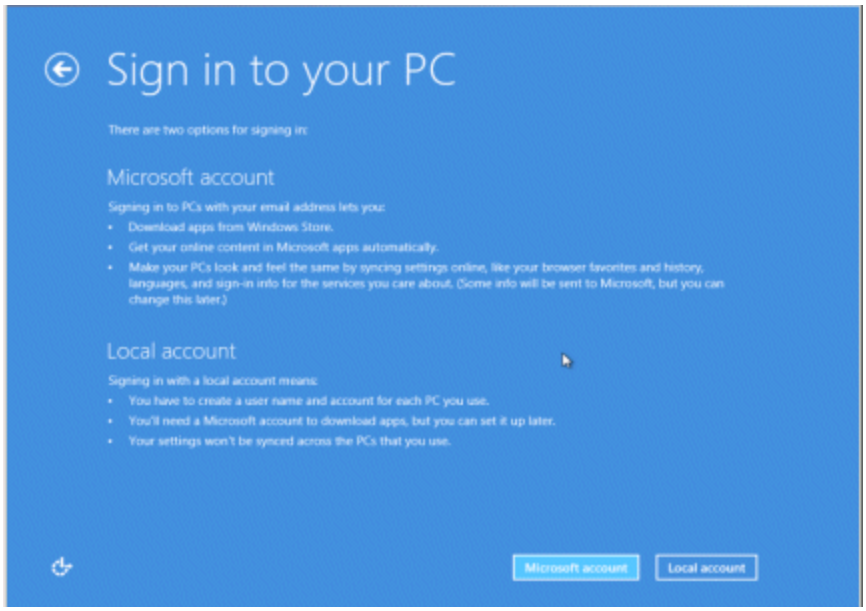
    Figure 37: Express settings


Settings
Express settings
You can customize the following settings or choose express settings. If you choose express settings, your PC will occasionally send info to Microsoft and will:
Automatically install important and recommended updates.
Help protect your PC from unsafe files and websites.
Turn on Do Not Track in Internet Explorer.
Help improve Microsoft software, services, and location services by sending us info.
Check online for solutions to problems.
Let apps give you personalized content based on your PC's location, name, and account picture.
Turn on sharing and connect to devices on this network.
Country or region: United States; Keyboard layout: US.
Learn more about express settings
Privacy statement
Use express settings
Customize

    - If you want to accept the default settings and allow Microsoft to manage your computer, click **Use express settings**.
    - If you wish to review options and make changes to these settings, click **Customize** and select the individual options.

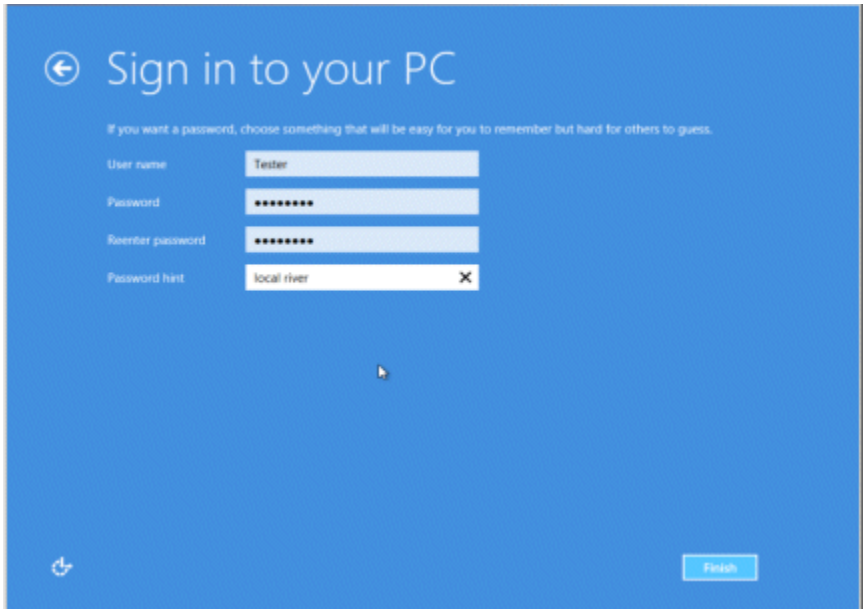
18. When prompted to **Sign in to your PC**, you must make a choice as to how you want to manage this computer:
    - Select **Local account** to keep this computer as an independent device that is not linked to other devices. You can change settings at a later time to share files and resources with other devices.
    - Select **Microsoft account** to link this computer to other mobile devices and user information you have stored on the Microsoft network.

    Figure 38: Sign in to your PC


Sign in to your PC
There are two options for signing in:
Microsoft account
Signing in to PCs with your email address lets you:
Download apps from Windows Store.
Get your online content in Microsoft apps automatically.
Make your PCs look and feel the same by syncing settings online, like your browser favorites and history, languages, and sign-in info for the services you care about. (Some info will be sent to Microsoft, but you can change this later.)
Local account
Signing in with a local account means:
You have to create a user name and account for each PC you use.
You'll need a Microsoft account to download apps, but you can set it up later.
Your settings won't be synced across the PCs that you use.
Microsoft account
Local account

19. Once you select the type of account, when prompted to **Sign in to your PC**, enter the required **User Name** and **Password**, and click **Next**.

Figure 39: Enter User name and Password


Sign in to your PC
If you want a password, choose something that will be easy for you to remember but hard for others to guess.
User name
Tester
Password
Reenter password
Password hint
local river
Finish

If you login using a Microsoft connected account, enter security verification info. You may also change the listed phone and alternate email info from your existing Microsoft connected account at this time.

20. Allow the computer to continue the installation. A message **PC is Ready** displays for a few seconds when the installation is complete.

Once installation is complete, update drivers, install software and restore your backed up files. Go to the Steps to take after upgrading to Windows 8 section for more information.

+ Enable mSATA cache drive and acceleration (optional)

If your computer is configured with an mSATA cache drive, use the following instructions to set up the drive for Windows 8.

1. Go to the HP Customer Care Web site (http://www.hp.com/support), select Software and Drivers, and enter your computer model number.
2. Select Windows 8 from the menu.
3. Download and install Intel Rapid Storage Technology (version 11.5.0.1207 or greater) from the Software and Drivers page.
4. Press the `Windows` + `W` key.
5. Type `intel rapid storage` into the Search field.

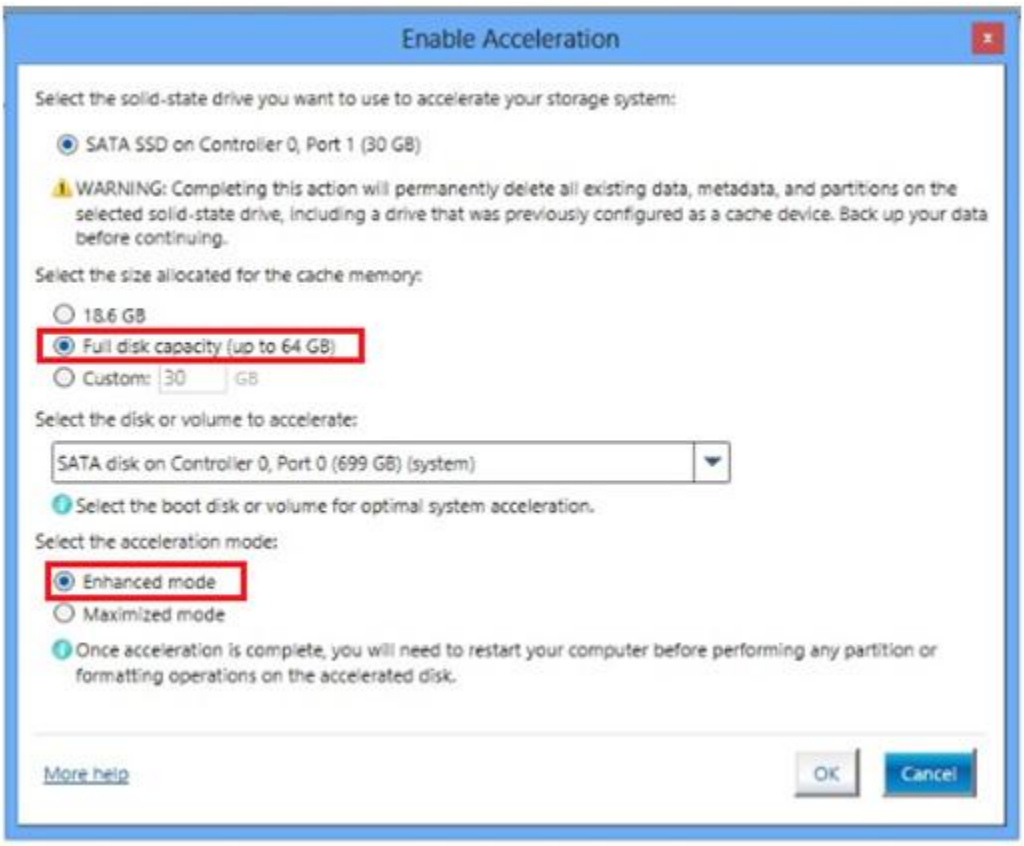
Figure 40: Searching for intel rapid storage

6. Click **Intel Rapid Storage Technology** from the list of results.
7. Click the **Accelerate** button and then click **Enable acceleration**.

Figure 41: Enable acceleration in Intel Rapid Storage Technology

8. In the Enable Acceleration options, select **Full disk capacity (up to 64 GB)** and then select **Enhanced mode**. Click **OK**.

Figure 42: Enable Acceleration options


Enable Acceleration
Select the solid-state drive you want to use to accelerate your storage system:
SATA SSD on Controller 0, Port 1 (30 GB)
WARNING: Completing this action will permanently delete all existing data, metadata, and partitions on the selected solid-state drive, including a drive that was previously configured as a cache device. Back up your data before continuing.
Select the size allocated for the cache memory:
18.6 GB
Full disk capacity (up to 64 GB)
Custom: 30 GB
Select the disk or volume to accelerate:
SATA disk on Controller 0, Port 0 (699 GB) (system)
Select the boot disk or volume for optimal system acceleration.
Select the acceleration mode:
Enhanced mode
Maximized mode
Once acceleration is complete, you will need to restart your computer before performing any partition or formatting operations on the accelerated disk.
More help
OK
Cancel

9. Restart the computer.

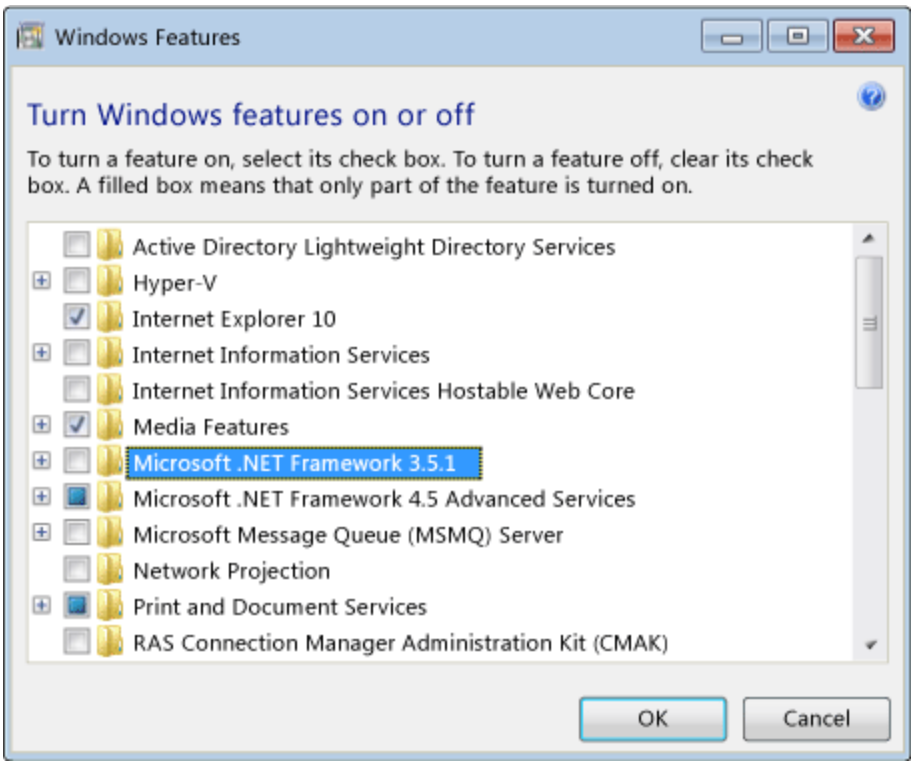
Steps to take after upgrading to Windows 8

Follow the steps in this section to get the most out of Windows 8.

1. Connect to the Internet if your computer is not already connected.
2. **Install .NET Framework 3.5** - Many important drivers and programs require .NET Framework 3.5.

   In Control Panel, select **Programs and Features**, **Turn Windows features on or off**, and then select **Microsoft .NET Framework 3.5.1**.

   Figure 43: .NET Framework in Windows Features


Windows Features
Turn Windows features on or off
To turn a feature on, select its check box. To turn a feature off, clear its check box. A filled box means that only part of the feature is turned on.
Active Directory Lightweight Directory Services
Hyper-V
Internet Explorer 10
Internet Information Services
Internet Information Services Hostable Web Core
Media Features
Microsoft .NET Framework 3.5.1
Microsoft .NET Framework 4.5 Advanced Services
Microsoft Message Queue (MSMQ) Server
Network Projection
Print and Document Services
RAS Connection Manager Administration Kit (CMAK)
OK
Cancel

NOTE:

If you performed the In-place upgrade then .NET Framework 3.5 may already be installed.

3. **Install HP Support Assistant** - HP Support assistant scans your computer and automatically detects and installs the latest software and drivers available from HP.

   Go to www.hp.com/go/hpsupportassistant to download and install HP Support Assistant for Windows 8.

   Once you have installed HP Support Assistant, use it to install the latest software and drivers. For more information on checking for updates with HP Support Assistant, see Using HP Support Assistant (Windows 8).

4. **Install updated video drivers** - For the best possible viewing experience, download and install the latest graphics drivers for your computer.

   Go to the HP Customer Care Web site (http://www.hp.com/support), select Software and Drivers, and enter your computer's model number. Download and install the Windows 8 video drivers for your computer.

5. **Install updated Beats audio drivers** - Audio from your speakers and headphones will work properly after Windows 8 is installed, but if your computer came with Beats Audio you must install the latest HP audio drivers to get the most from your audio system.
6. **Install updates from Windows Update** -

After upgrading to Windows 8 you should use Windows Update to install all critical and recommended updates. From the Windows 8 Start screen type `Windows Update` and select **Windows Update** from the list. Install all Important, Recommended, and Optional driver updates. Run Windows Update again until Windows is up to date.

7. **Get DVD or Blu-ray playback software** - If you cannot watch DVD movies on your computer after upgrading, go to http://windows.microsoft.com/en-US/windows-8/feature-packs to download Windows Media Center, or install new DVD playback software that is compatible with Windows 8.

   For more information about the Windows 8 Media Center Pack go to Microsoft Store in Windows 8.

   If your computer came with a Blu-ray drive, download and install the CyberLink DVD playback software for your computer from the HP Customer Care Web site (http://www.hp.com/support).

8. **Restore backup files** - If you upgraded to Windows 8 using a Clean Installation you can restore the files that you backed up before the installation. See Restoring Files from Backup for instructions.
9. Go to the Windows Store and search for HP's "Getting Started with Windows 8" app (available in November 2012). After locating the app, download it to your computer and use it as a reference to learn the best ways to get up and running with Windows 8.

Learn how to use Windows 8 - Read HP's support document Learning about Windows 8 to learn new Windows 8 features, the apps that come with Windows 8, using Charms to find software and access more options, and much more.

Known issues after upgrading or installing Windows 8

Some issues might need to be resolved after upgrading or installing Windows 8. Refer to the following list to determine issues that might pertain to your computer configuration.

+ Issue and solution or workaround

HP has worked with partners to identify issues that can occur after upgrading to Windows 8. The following table lists known issues and possible fixes or workarounds.

Issue	Fix or workaround
Adobe Flash videos do not play in Windows 8 Internet Explorer 10.	Click the **Desktop** tile from the Start Screen and open Internet Explorer 10 from the Desktop.
AMD AHCI Compatible RAID Controller driver has been updated or improved for	Download the latest AMD AHCI Compatible RAID Controller driver from www.hp.com/support.

Issue	Fix or workaround
Windows 8.	
Windows 8 Graphics drivers may fail to install on older AMD chipset systems that use the **AMD PCI Express (3GIO) Filter Driver** or the **ATI PCI Express (3GIO) Filter Driver**. This driver is carried over from Windows 7 during the upgrade.	To resolve this issue, follow these steps: 1. Open **Device Manager**. 2. Double-click **System Devices**. 3. Right-click **AMD PCI Express (3GIO) Filter** or the **ATI PCI Express (3GIO) Filter**, and then click **Uninstall**,. 4. Remove the check next to **Delete the driver software for this device**, and then click **OK**. 5. Restart the computer. Wait for the computer to set up all Plug and Play devices. After it has set up all of the devices, restart the computer again. 6. Install the graphics driver from www.hp.com/support or from Windows Update
Dual Graphics not enabled on systems with AMD Radeon HD Graphics.	Install the Windows 8 compatible AMD Radeon HD Graphics driver from www.hp.com/support to enable Dual Graphics.
Audio Driver for Realtek High Definition Audio or IDT High Definition Audio has been updated or improved for Windows 8.	Download the latest Realtek High Definition Audio or IDT High Definition Audio CODEC device drivers from www.hp.com/support.
AVerMedia A365 MiniCard Combo ISDBT/S TV Tuner and StationTV X Application has been updated or improved for	Download the latest version from www.hp.com/support.

Issue	Fix or workaround
Windows 8.	
The HP **Broadcom Bluetooth** driver has been updated or improved for Windows 8.	Download the latest Broadcom Bluetooth driver from www.hp.com/support.
Older versions of **CyberLink Power2Go** and **CyberLink PowerDirector** are not compatible with Windows 8.	Download the updated CyberLink Power2Go for Windows 8 and the updated CyberLink PowerDirector for Windows 8.
CyberLink PowerCinema is not compatible with Windows 8.	If upgrading to Windows 8 Pro, go to http://windows.microsoft.com/en-US/windows-8/feature-packs to download Windows Media Center. Purchasers of Windows 8 Pro can get a free copy of Windows Media Center through January 31st, 2013.
CyberLink PowerDVD does not play Blu-ray discs.	Download the latest version (10 or higher) from www.hp.com/support. Or Get a free update from Cyberlink. **NOTE:** To enable 3D support for HP TouchSmart 620-1000 All-in-One PCs, you must install a specific version of PowerDVD from www.hp.com/support.
3D Virtual Webcam Driver for HP TouchSmart 620-1000 All-in-One PCs may not function after upgrading to Windows 8.	Download and reinstall the 3D Virtual Webcam driver from www.hp.com/support.

Issue	Fix or workaround
HP Omni 120-1xxx series desktop computers display a black screen after resuming from sleep mode.	Download and install the latest Intel HD Graphics driver from www.hp.com/support.
System Recovery can be run only using recovery discs after upgrading to Windows 8.	Back up your data and create recovery discs before upgrading to Windows 8. Or Order System Recovery Discs from the HP Customer Care website. For more information, see the HP Support document Looking for Recovery Discs?
HP My Display OSD (On-Screen Display menu) closes unexpectedly or is not working properly.	Download and install the latest version of HP My Display OSD from www.hp.com/support.
Windows Media Center Remote is not working properly.	Open Command Prompt as an administrator and type the following into the command line: `sc config usbcir start= demand`
Windows Media Center Remote has four buttons that do not work (Slideshow, Visualization, etc.).	Download and install the HP Remote Solution Application from www.hp.com/support.
Windows 8 **Graphics drivers** are required to support Windows 8 media copyright protection (DRM). Using a Windows 7 graphics driver may result in a black screen when viewing videos with the Windows 8 Netflix or Microsoft Video tiles or cause the system to show a black screen after a system restart.	To prevent these issues, download the latest graphics driver for your video hardware from www.hp.com/support or using Windows Update.

Issue	Fix or workaround
HP Support Assistant version 6.x is not compatible with Windows 8.	Install HP Support Assistant version 7.x or higher from www.hp.com/support.
Touch screen no longer works after upgrading to Windows 8. Or An HP TouchSmart All-in-One PC displays the error `SESSION_HAS_VALID_POOL_ON_EXIT` when logging off, switching users, shutting down or restarting the computer.	Activate Windows and install updates. For more information, refer to the HP support document Troubleshooting Touch Screen Issues in Windows 8.
Intel Desktop/Workstation/Server Express Chipset SATA RAID Controller Driver has been updated or improved for Windows 8.	Install the latest Intel Desktop/Workstation/Server Express Chipset SATA RAID Controller Driver from www.hp.com/support.
Pixela TV Tuners and StationTV X has been updated or improved for Windows 8.	Install the latest TV Tuner driver and the latest version of StationTV X from www.hp.com/support.
Screen Brightness setting cannot be adjusted.	Install the latest graphics driver from www.hp.com/support.
Windows Media Center is missing after installing Windows 8.	If you purchased the Windows 8 Upgrade Kit, you will be able to upgrade to Windows 8 Professional, which includes an offer for a free download of Windows Media Center until January 31st, 2013. Go to http://windows.microsoft.com/en-US/windows-8/feature-packs to download Windows Media Center.